FOCUS Assist - Career

Assisting Job Seekers and Providing Staff Access to FOCUS Career

Training Edition through v3.36

Customer Engagement

...a Dynamic Back-Office Solution

Matching People & Jobs

Resume Parsing & Management

Reemployment & Education Pathways
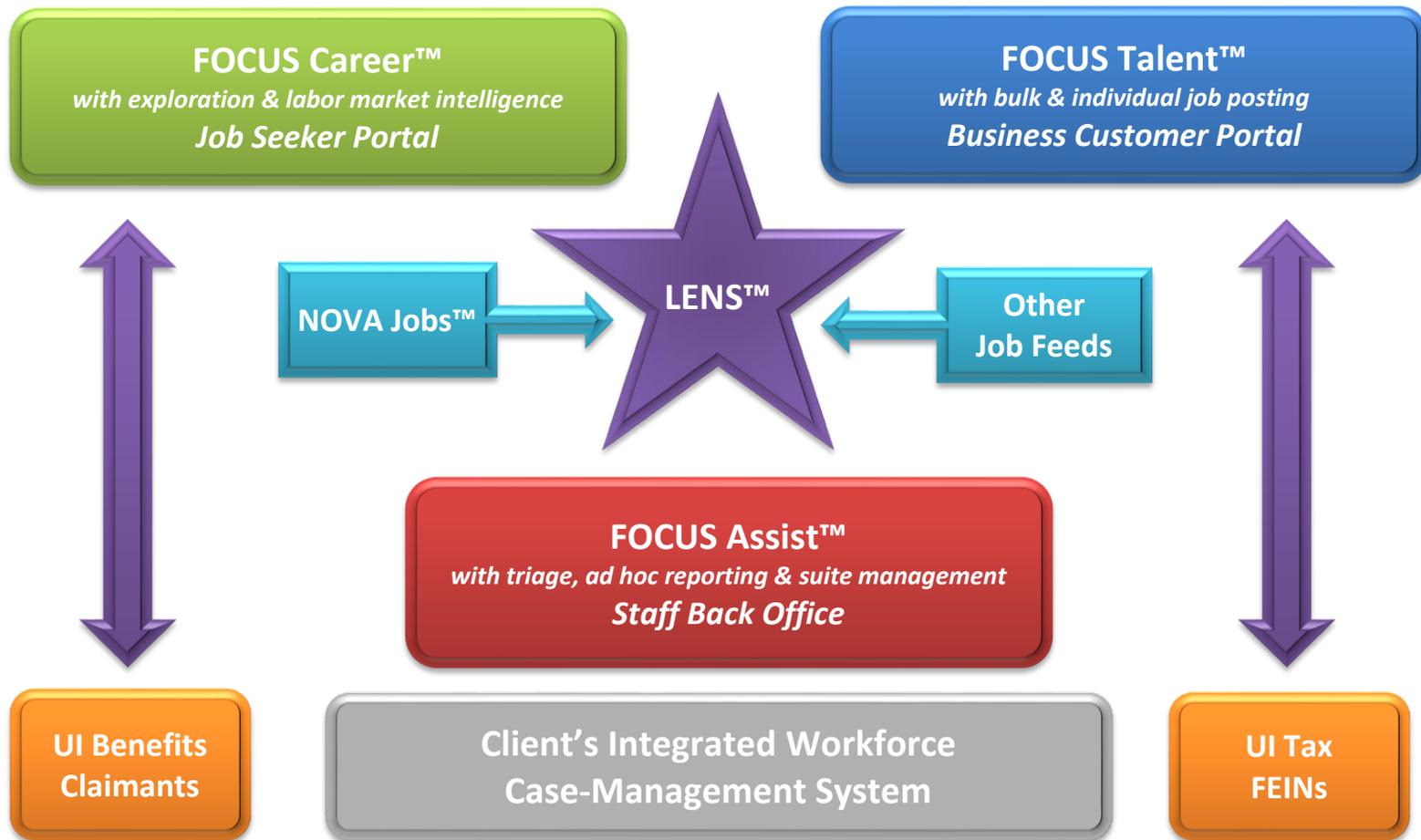
Real-Time Labor Market Intelligence

FOCUS Assist – Customer Engagement

Section 1: Introducing the FOCUS Suite

- Assist and manage job seekers who may have issues associated with their resumes, job search or use of the services available to them in FOCUS Career. Staff may create job seeker accounts and resumes for full-service customers; send messages; manage lists; assign activities/services; post notes/reminders to records; set follow ups, resolve issues; inactivate/reactivate accounts and access job seeker profiles or remote into accounts to update resumes and make other record changes.

- Assist and manage employers/businesses that may have issues associated with their job postings, candidate searches or use of the services available to them in FOCUS Talent. Staff may create employer accounts and job postings for full-service customers; send messages; assign activities; post notes/reminders to records; set follow ups and resolve issues; access business customer profiles for job orders, businesses and hiring managers; and remote into accounts to edit job postings and make other record changes.

- View or manage approval queues for business accounts, job postings, and referrals requests – based on the office assignment of roles and permissions.

- Create ad hoc reports on the customers served – based on staff organization's assignment of roles and permissions.

The FOCUS Suite will be configured as shown below. FOCUS Career and FOCUS Talent are public-facing applications made available to job seekers and business customers. Staff will work ONLY in FOCUS Assist. Operating in the background to drive your labor-exchange system is the LENS search engine, where resumes (from FOCUS Career) and job posts (from FOCUS Talent) are searched, matched and viewable to job seekers, business customers and staff. Other jobs, such as the Burning Glass proprietary NOVA Jobs feed and other feeds your organization may specify, will register in LENS for searching and matching. In many deployments the FOCUS Suite also will be integrated with a case-management system. Other common integrations may push Unemployment Insurance claimants from your UI Benefits system to FOCUS Career, while FOCUS Talent may be validating FEINs via a web service with your UI Tax system.

FOCUS Career™
with exploration & labor market intelligence
Job Seeker Portal

FOCUS Talent™
with bulk & individual job posting
Business Customer Portal

NOVA Jobs™

LENS™

Other Job Feeds

FOCUS Assist™
with triage, ad hoc reporting & suite management
Staff Back Office

UI Benefits Claimants

Client's Integrated Workforce Case-Management System

UI Tax FEINs

Section 2: What this Training Manual Covers

When assisting job seekers, staff will work from FOCUS Assist to accomplish all staff-assisted functions. While this guide covers only the functionality used specifically with job-seeker customers, it also includes the FOCUS Career self-service job-seeker application, as accessed and viewed from FOCUS Assist. This platform allows staff to "remote into" job-seeker accounts, manage the approval queue and run ad hoc reports on job seekers. Below are snapshots for the applications and targeted sections included in this guide.

FOCUS Assist™ *Staff Back Office*	*On arrival, staff signs in with their EKOS username and password. Password change can be done in both EKOS and Focus once logged in.*
Staff Dashboard	*After sign-in, staff will arrive at their Dashboard. If staff is assigned to more than one office, they will be prompted to select the office where they will work. Displayed are updates on pending approval queue items, daily system statistics and fast-click icons to saved ad hoc reports.*
Assist Job Seekers	*The Assist Job Seekers tab opens the Job Seeker Dashboard where staff assists job seekers with or without issues. Staff may create a new job seeker account, access existing ones, assign job seekers to staff, assign activities, email, add seekers to lists and add notes, reminders and follow ups.*
Approval Queues	*In the Approval Queues tab, staff with appropriate permissions will approve job-seeker referral requests. All queues can be managed independently.*
Job Seeker Reports	*Criteria panels include job-seeker statuses; characteristic; qualifications; veteran status; occupation and salary; keywords and context; resume; job-seeker summary; activity log items; referral outcomes; selections for location and time periods.*
Account Settings	*All staff may access Account Settings to change passwords, update contact information, set queue alerts, manage their saved searches and custom messages.*

FOCUS Career™
Job Seeker Self-Service

Account Registration

Home Page

Account Settings

Resume Builder

Job Search/Match

Gap Analysis

Exploration and Labor Market Intelligence

On arrival, options include new account registration, sign-in for returning customers, password help, limited search without registering and access to career exploration tools.

Job seeker provides username, password, optional SSN and security Q&A. Basic demographic information is collected up front to prevent duplication, especially when an account is created without a SSN. Accepting the client-specified Terms of Use is required. Career filters and flags inappropriate email addresses to staff.

Home page offers access to all Career and Explorer options, links to up to five resumes, bookmarks, displays of job matches to saved searches, matches recently sent, matches recently viewed and jobs to which seeker has been referred.

Job seekers and staff can change customer username, password, secondary email address, as well as security questions and answers.

Allows job seeker to upload, paste or create resumes using a questionnaire-based wizard; captures work history, education, summary, add-ins, customer demographics and hiring preferences. Resume format, emphasis, hide, email and download features also are provided.

Career allows seekers to locate jobs with a wide array of search options, to save searches for job alerts by email and to search for jobs with similar requirements.

Job seekers can evaluate resume against the specialized software and foundation skills typically required by employers to identify gaps in their skills, education and experience. Various features provide options to enhance resumes and search results.

Explore career possibilities and information on in-demand jobs, internships, employers, skills, degrees, certificates statewide and by major metropolitan areas. With custom-mapping of postsecondary educational offerings, users and staff can strengthen their local labor market intelligence and conduct targeted career planning.

Section 3: Who Are FOCUS Assist Users?

- **Staff-users:** Most staff using FOCUS Assist will hold a staff-user role, but functional permissions may vary, including which customers they assist. The permissions assigned to any staff-user will apply across all offices where that individual is assigned to handle work, including those who handle work statewide. View-only permissions also are available for all functions that involve staff assisting public customers, allowing organizations to limit access while staff is being trained.

- **Manager-users:** Manager-users represent individuals in the supervisory and managerial hierarchy. In most settings, it may be useful to grant the manager-user role to at least two individuals. This ensures appropriate back-up and coverage during absences. The major difference between the staff-user and the manager-user roles is that managers may view staff assignments to offices and caseloads. Staff-users can only see their caseloads.

- **System Administrators:** Typically, Level 1 (programmatic) help desk staff and some program managers will be system administrators (SA). They will coordinate with managers on business practices, workflow settings and system defaults to support decisions on how the FOCUS Suite will operate for the business environment. System administrators may also control some features that are hidden from staff- and manager-users, such as blocking/unblocking customer accounts if users violate the system's Terms of Use. Normally, these actions are policy-driven and subject to administrative or legal consultation or decision. Usual feature access for system administrators includes: *set system defaults*, *define message templates*, *manage activities, send home page announcements and manage system logs.*

- **Account Administrators:** Security for application access and permission assignment resides in the FOCUS features for *Managing Office*s and *Managing Staff*. Only account administrators (AA) can create other account administrators and other staff roles. In circumstances where functional responsibilities overlap, permissions for account administrators and system administrators can be shared. It is also possible for individuals to hold both the AA and the SA roles.

Section 4: Welcome to FOCUS Assist

To sign into FOCUS Assist, staff will use the same username and password as they use for EKOS.
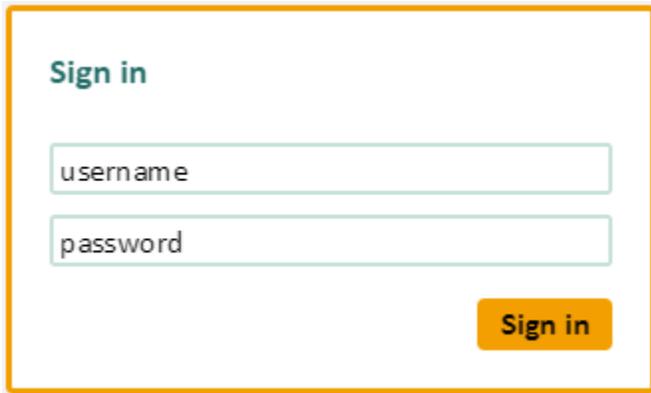
Sign in

username

password

Sign in

If staff forgets their EKOS username/password, they will need to contact the account administrators to have their password reset. This process has not changed with the update.

The Welcome to FOCUS Assist light box will include contact information specified by the organization but will look similar to the display below. Record the help desk contact information (telephone and email) for quick reference. If staff does not have access to a feature or functional area in FOCUS Assist, which they believe is necessary to conduct their work, check first with the manager to confirm the permissions that have been assigned to them. The help desk or application security team may be unable to alter any staff permissions that are not requested by managers, and a formal request will need to be submitted to document the change and maintain appropriate audit trails.

Welcome to Focus/Assist

Please click the appropriate tab above to assist customers. Your security permissions control your access to the Approval Queues tab where queues for both job seeker and employer accounts are located. The Reports tab will be available in a future Focus/Assist version, and the Management tab is used only by security staff.

If you have problems navigating the site, please contact Support at +1 (617) 227 4875 or support@burning-glass.com. If you do not have appropriate security permissions, please consult with your office manager to verify your access before contacting the Support team.

Please confirm which office you are currently working at?

[- select - ▼] [**Save**]

Choosing Your Office

FOCUS Assist supports staff working in one office, multiple offices or offices statewide. Staff location assignments are determined by management and set in the FOCUS Assist Manage Offices feature by an account administrator.

For staff members assigned to work in more than one office or those having statewide permissions, FOCUS Assist will require them to select the office where they work after signing into the application. The drop-down shown (at left) will include only the offices that staff are assigned to handle work. If a staff member works in only one office, this feature will not display.

What Your Office Selection Means

The office a staff member selects is where his or her work activities will be credited. This includes any automated activities that Assist generates based on actions, such as updating a job seeker's resume. Also credited to the selected office are any activities or services selected from the Action menu drop-downs for assignment to job seekers or business customers. Since FOCUS suite is connected to EKOS case management system, all activities or services are passed to EKOS for inclusion in U.S. Department of Labor federal performance reporting.

The office location assignment also populates the office-related filters on the Job-Seeker and Job-Order Dashboards. While all staff members may search for job seekers, business customers and job orders statewide, the office filters populate only the office where staff is assigned to work. This helps staff members narrow their caseloads based only on the ZIP codes of the offices and where they work.

Changing Your Office Selection

If a staff member is assigned to multiple offices, he or she may change the office at any point. It is not necessary to sign out and sign in again to access the office-selection drop-down. In the top right header of every FOCUS Assist page, click the **change office** hyperlink shown (at right) and the selection feature will display with a drop-down of your available offices.
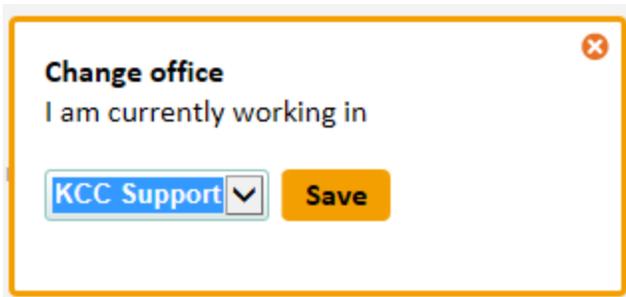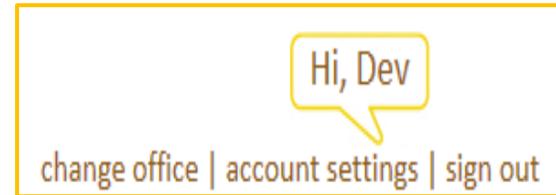
The same menu of staff-assigned office locations will populate the drop-down shown (at left), allowing a staff member to select a different office. Select and save.

Account Settings

Accessible from the header are the personal account settings, which may vary depending on the features the organization specifies. The standard FOCUS Assist features allows staff to change a password; update contact information; manage any saved messages created to communicate with customers; manage any saved searches created to routinely scan for matches; and to set up email alerts from FOCUS Assist to notify staff when items are in the approval queues and need attention. Not all staff members will have permissions to manage approval queues.
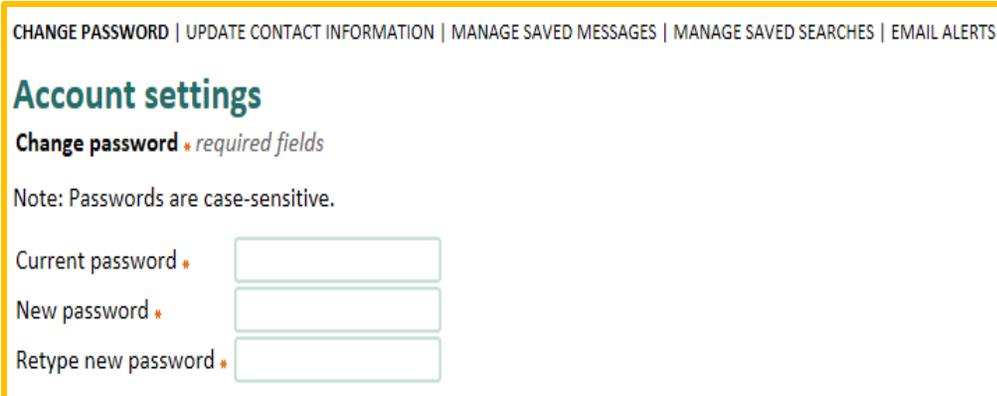
Change Password

The change password feature (at left) is case sensitive. It requires a staff member to enter current password, provide a new password and then re-enter it for verification.

Update Contact Information

The contact information staff will be allowed to manage/change may be subject to organization specifications.

All standard fields that require completion are marked with a red asterisk. FOCUS Assist has state and country defaulted to Kentucky and United States automatically.

Saved messages

When working in FOCUS Assist, messaging to customers is provided in three tiers:

1) individual staff messages customed to each staff member;

2) system-wide message templates, which are determined at the organizational level and used generically by all staff; and

3) home page announcements, which are targeted by FOCUS to send messages to all users. Homepage announcements are controlled by permission and usually reserved for system administrators.

Opportunities to create individual staff messages will display throughout FOCUS Assist, allowing staff to create, save and manage custom correspondence with job seekers and business customers. When saved, staff message labels will populate the drop-down shown (above), allowing staff to retain and edit messages for both customer groups.

Simply select the radio button for job seekers or employers to display the correct drop-down. Select the desired message to edit. The message saved will display in the text box to be revised as needed. Save any changes. Both a save and a delete button will display.

Saved Searches

Managing saved searches is located in account settings. In the sample below, a search for personnel managers was saved for a daily notification, specifying candidates with a bachelor's degree within 100 miles of the 40601 ZIP code. From this feature, staff can view the current criteria. Clicking on the job title hyperlink returns staff to the search criteria to adjust their search parameters. Staff can edit the notification frequency (daily or monthly), view the alert status information or delete the search. Saved searches are unlimited.

Account settings
Saved searches

1 results found   Display 10 ⌄ records per page   Page : « Previous 1 ⌄ of 1 Next »

Saved search name	Search criteria	Status		
Personnel Manager	Keywords: personnel manger in ** FullResume ** Search within: 100 Miles Search zip: 40601 Education level(s): ** BachelorsDegree **	On, Daily, HTML	Edit notifications	Delete search

Account settings
Email Alerts

Send email alerts for   ☐ New Referral Requests ☐ Employer Account Requests ☐ New Job Postings

Frequency   Daily ⌄

Email Alerts

Setting up email alerts to notify staff when items have arrived in an approval queue requires only clicking the check box for the appropriate queue. Uncheck the box to disable the email alerts. The frequency defaults to daily email notifications, which is recommended for those who handle queue approval. Managers may want to check the queues for any backlogs with a weekly notification. Save your settings.

Section 5: FOCUS Assist Staff Dashboard

The FOCUS Assist staff dashboard provides a quick reference center to keep staff informed. No matter what staff permissions may be, this page will display after signing in and selecting work location. The work location selection will only display if staff is assigned to handle work for multiple offices or statewide. Other items located on the dashboard are:

All-Staff Messages: FOCUS Assist provides a feature so account and system administrators can send home page announcements to all job seekers, all business customers or all staff using the FOCUS Suite. Agency discretion will determine how this is used, but a likely use would be to advise staff when the system will be down for maintenance. Staff can read, keep or dismiss any message that displays.

Approval Queue Status: New items awaiting staff review in each approval queue are shown on the dashboard. All totals are statewide. New items are provided since the last sign-in, and totals are flagged when they've been waiting multiple days for staff attention.

Daily Statistics: Information on resumes (from FOCUS Career); job postings (from FOCUS Talent); and job postings from spidered job feeds are provided. (the job feed we receive from our vendor is "spidered" from web sites, the spiders crawl the web and find job postings). This information is system generated and will not display until FOCUS is live and information is available. When active, users will see the number of:

- searchable resumes and those added the previous day

- searchable job postings and those added the previous day

- total spidered jobs coming from job feeds

dashboard | assist job seekers | assist employers | approval queues | reporting | manage focus suite

❌ **Offices will be closed December 24 and 25, 2015.**

Approval queue status

Job postings

0 new posting(s) since last sign in | **181** flagged posting(s) waiting for review

Employer account requests

0 new account(s) requests since last sign in | **139** account(s) request waiting more than 1 business day

Referral requests

0 new request(s) since last sign in | **0** request(s) waiting more than 1 business day

REPORTS

| 3/6/2015 Employers-WebDriver | 3/6/2015 JobSeekers-WebDriver | 3/6/2015 JobOrders-WebDriver | 3/18/2015 Edited-JobOrders- | 3/18/2015 Employers-WebDriver | 3/18/2015 JobSeekers-WebDriver |

Section 6: Assist Job Seekers Tab

Delivering services and assistance to job seekers are primary labor-exchange responsibilities. While FOCUS Assist addresses the traditional workforce service needs, it offers automated services for the job seekers. This tool uses pre-defined, criteria-based issues to identify job-seeker behaviors; evaluate the system usage, resumes and skills sets; and assess problems for appropriate outreach and issue resolution.

The job-seeker dashboard (shown below) consolidates feature access and assigns job seekers to office service areas based on ZIP codes. When staff accesses this tab, the table displays all job seekers, with and without issues, assigned to the appropriate offices. A group of filters allows staff to sort job-seeker records in many combinations.

dashboard	assist job seekers	assist employers	approval queues	reporting	manage focus suite

JOB SEEKER DASHBOARD | SEARCH JOB POSTINGS | SEND MESSAGES | MANAGE LISTS   **Create new job seeker account**

Job Seeker dashboard

Status	Active ▼		Show	All job seekers ▼	Issues	With and without issues ▼	Go
For these offices	My offices ▼		Handled by	- select - ▼			
Offices	- select - ▼						

⊕ **Find a job seeker**

Action - select action - ▼   Go   Display 10 ▼ records per page   127 results found   Page : « Previous 4 ▼ of 13 Next »

☐ NAME ⇕	JOB SEEKER ID	LOCATION ⇕	LAST ACTIVITY DATE ⇕	ISSUES
☐ **Scott, George W**	KY002084038	Shelbyville, Kentucky	7/23/2015 2:28:28 PM	
☐ **Testings, Greg T**	KY002083990	Frankfort, Kentucky	7/27/2015 7:52:59 AM	Posting poor-quality resume
☐ **Dempsey, Gregory A**	KY002083950	Frankfort, Kentucky	5/14/2015 9:14:26 AM	Giving positive survey feedback

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What Staff Can Do from the Job Seeker Dashboard

Job Seeker Dashboard

- Filter Job Seeker Issues
- Access Job Seeker Profile and Logs
- Take Actions on Job Seeker Records
  - Access Job Seeker Accounts in F/C-E
  - Add Follow-Ups
  - Add Job Seekers to Lists
  - Add Notes and Reminders
  - Assign Job Seeker Activities/Services
  - Assign Job Seekers to Staff
  - Block/Unblock Users
  - Change SSNs
  - Email Job Seekers / Send Messages
  - Find Jobs for Seekers
  - Resolve Issues
- Find Job Seekers Statewide
- Create Job Seeker Accounts/Resumes
- Manage Job Seeker Lists

Filters and Settings

Dashboard filters provide staff with a variety of settings to sort job-seeker data in the dashboard table display. When new settings are applied, click the Go button (at far right) to change the data. Note also that some filters display differently based on assigned permissions.

JOB SEEKER DASHBOARD | SEARCH JOB POSTINGS | SEND MESSAGES | MANAGE LISTS

Create new job seeker account

Job seeker dashboard

Show	All job seekers	Issues	With and without issues	Go
For these offices	My offices	Handled by	- select -	
Offices	- select -			

Show: Filter defaults to All Job Seekers registered in FOCUS Career. Staff may filter by Non-veteran job seekers and Veteran job seekers. FOCUS integrates with the Unemployment Insurance (UI) Claims system; a flag may be passed to identify UI claimants in FOCUS Assist. Show filter would include UI claimants in the drop-down.

Issues: Filter defaults to With and without issues to work in conjuction with the Show filter default and present a complete view of the FOCUS Career registrants, regardless of whether the job seekers need attention. From here, staff may sort job seekers with any issues and with no issues. The default settings for the Show and the Issues filters should be used when searching for jobseekers statewide to ensure that all results are returned and the complete talent pool is searched. The remaining items in the drop-down correspond with the Issues column in the table display, allowing staff to find, for instance, all job seekers who are not clicking on leads.

With and without issues
With any issues
With no issues
Job seeker giving positive feedback
Job seeker giving negative feedback
Inappropriate email address
Job seeker not clicking on leads
Job seeker not reporting for interview
Job seeker not responding to employer invitations
Job seeker not searching for jobs
Job seeker not signing in
Job seeker rejecting job offers
Posting poor-quality resume
Requiring follow-up
Showing low-quality matches
Suggesting post-hire follow-up

Go

found

Page : « Previous 1 of 59 Next »

LOCATION	LAST ACTIVITY DATE	ISSUES
Arlington, Virginia	5/14/2014 11:00:18 AM	Job seeker not clicking on leads, Job seeker not searching jobs, Job seeker not signing in

For these offices: This filter defaults to My offices, returning the job seekers that are ZIP-routed to the office(s) where staff has been assigned to work. When staff are searching for job seekers statewide, select Offices statewide to expand the filter criteria.

Offices: This filter defaults to select, working in conjunction with the For these offices filter above. If staff is assigned to work in multiple offices, the drop-down will pre-populate with only assigned offices. If assigned to work statewide, the drop-down will pre-populate with all offices in the FOCUS office network.

Handled by: This filter defaults to select, working in conjunction with the Offices filter above. This filter displays differently for those in the staff-user role and those in the manager-user role. For staff users, the drop-down will allow All assignments or My assignments selections. All assignments are all job seekers who are ZIP-assigned to the office selected in the Office, while My assignments display shows all job seekers who are assigned to a staff member. Job seekers are filtered by All assignments, representing a single customer pool.

If you are a manager user, the Handled by filter will pre-populate with a staff list for the office selected in the Offices filter, which would be those offices to which that manager is assigned. Managers may select the name of any staff member to review the work assigned to that individual.

Incorporating the Service Delivery Structure

In most agencies, local managers have wide latitude in addressing the employment services mission according to the dynamics of their immediate labor market and the availability of staff resources to meet labor market needs. FOCUS Assist is designed to target job seekers with issues that may hinder their re-employment, and subsequently, a staff member's effectiveness in getting that job seeker back to work.

Understanding the Job Seeker Issue Flags: Settings for the job seeker issue flags should be determined by management. These client-configurable settings and criteria parameters may vary from one FOCUS client to the next. The settings (below) are only viewable in FOCUS Assist by staff with Account and/or System administrator permissions.

To the right is an example of the default settings and parameters available. Once these are in place, FOCUS Assist finds the job seekers who meet the criteria and displays them in the Job Seeker dashboard table/issues column. Staff can then intervene with job seekers who need help and resolve their issues.

What the Issues Tell You:

1. When job seekers are not logging in, staff can expect to see - depending on the parameters set - multiple issues to accumulate for some job seekers. Not clicking on leads and Not searching for jobs frequently cluster.

2. Flags for rejecting job offers and not reporting for interviews are triggered when employers, job seekers, or staff members select these as referral outcomes.

3. When job seekers are showing low-quality matches, the issue for posting poor-quality resume also may be flagged.

☑ Seeker not logging in
  Flag if [2] days since last login (self-service only)

☑ Seeker not clicking on leads
  Flag if fewer than [5] leads viewed in [14] days

☑ Seeker not searching jobs
  Flag if fewer than [2] jobs searched in [7] days

☑ Seeker rejecting job offers
  Flag if [2] or more job offers rejected in [14] days

☑ Seeker not reporting for interviews
  Flag if seeker did not report for [2] or more interviews in [14] days

☑ Seeker not responding to employer invitations
  Flag if seeker did not respond to [2] or more employer invitations in [14] days, with a grace period of [2] days

☑ Showing low-quality matches
  Flag if fewer than [2] matches of [2 stars ▼] or above in [14] days

☑ Posting poor-quality resume
  Flag if resume contains less than [100] words and/or less than [5] auto-extracted skills

☑ Suggesting post-hire follow-up
  Hire reported by employer, staff or job seeker

☑ Inappropriate Email Address
  Flag if red or yellow words have been used in job seeker email address

☑ Giving positive survey responses
  Flag when job seeker responds to the customer service questions positively

☑ Giving negative survey responses
  Flag when job seeker responds to the customer service questions negatively

4. The Inappropriate email address flag triggers when filters run against job seeker email addresses at registration and when they change their usernames.

5. The suggesting post-hire follow up is a customer-service function triggered when hired is reported by an employer, job seeker or staff members as the referral outcome, which is voluntary reporting.

6. Giving positive (or negative) survey responses are flagged to tell staff when employers have responded to customer service questions display to them when closing or refreshing a job posting.

Find a Job Seeker Panel

Searching for job seekers works in conjunction with the dashboard filters and uses the same Go button to display results. The search criteria below allow staff to identify job seekers in several ways. Use these filters to narrow and widen locations and job-seeker targets. The EKOS ID allows staff to find job seekers based on their case management ID while the FOCUS ID finds job seekers according to the number assigned to their FOCUS Career accounts.

⊖ Find a job seeker		
First name [ ]	Date of birth *mm/dd/yyyy* [__/__/____]	Email address [ ]
Last name [ ]	Username [ ]	
SSN [ ] [+]	EKOS ID [ ] [+]	Focus ID [ ] [+]

Assigning Activities/Services to Multiple Job Seekers:

Just back from the job fair with a list of job seekers who need an activity assigned? Find them by SSN, the External ID or the FOCUS ID. To build a Selected SSN list, enter up to 20 SSNs. Click the + sign after each entry. Each selected SSN will display with a remove function (⊗). After completing the entries, click the Go button (associated with the dashboard filters and the Find a job seeker panel).

Check the column header Name to auto-click all boxes in the table. From the Action menu's drop-down, select Assign activity/service and click the Go button (to the right of the Action menu). Two drop-downs will display for Category and Activity, providing the selections from which you can choose.

The Job Seeker Action Menu

FOCUS Assist provides an action menu that enables staff to accomplish tasks related to the job seekers shown in the dashboard table after staff has filtered results for a desired group. The action menu displays directly above the table with a Go button to trigger the selection action.
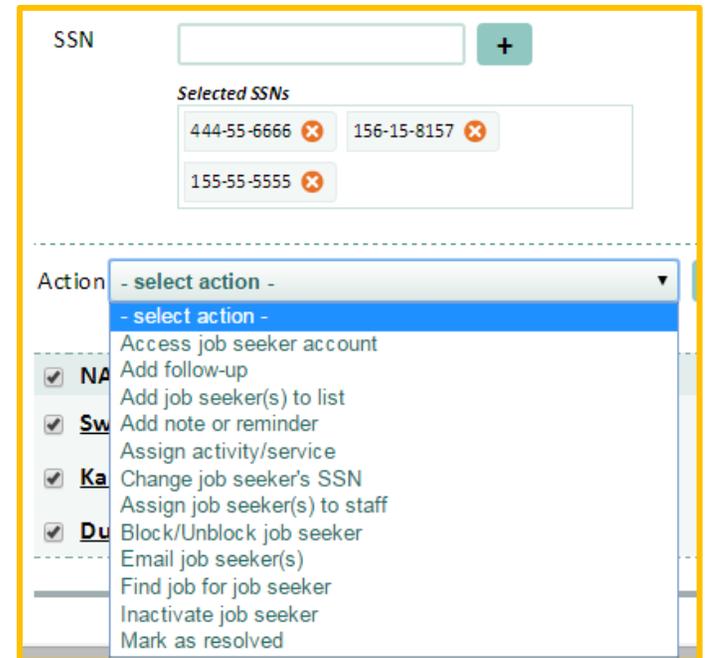
Some menu selections allow actions against only one job-seeker record at a time, while others may be applied to multiple records. In either case, staff will select the record by clicking the check box at the left of the job seeker's name, select the desired action from the menu, then click Go to trigger the next step. The available actions for staff users and manager users are shown below.

Access Job Seeker Account: Staff may access only one job seeker account at a time. This feature launches the FOCUS Career application, allowing staff to enter the job seeker's account and take action on the job seeker's behalf. This may be performed against self-service records or full-service records that staff mediate at all times. Actions could include creating or updating a resume, troubleshooting a reported problem from the customer, or using the Explorer functionality for career counseling. When staff members access (or remote into) a job-seeker account from the Assist application, some actions taken will generate automated staff-assisted activities that will be credited to you and to the office where that staff member is working at that time.

IMPORTANT: Do **NOT** sign into a job seeker's account from the public-facing job seeker URL or portal, as those activities will credit as job-seeker self-service.

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Add Follow-ups: Staff may add follow-ups to a job seeker's record. This feature creates custom follow-ups for any issues that need to be discussed with job seekers and displays Requiring follow-up in dashboard table's Issues column. This enables staff to capture issues that are not among those automatically flagged by FOCUS Assist.

Add follow-up

Notes *:

Contact job seeker about new plant opening next month and anticipated positions for accounting clerks.

[Cancel] [Save]

To trigger the light box (below), click the check box by the job seeker's name, then select Add follow-up from the Action menu. Click Go and the light box will display. In the Notes box, enter the issue or topic to discuss with the job seeker. After saving the follow-up, a success message will display. The follow-up will be added to the Issues column on the job seeker dashboard table.

Any follow-up added will display in the Issues column on the Job Seeker dashboard for that job seeker.

☐ NAME ⇕	JOB SEEKER ID	LOCATION ⇕	LAST ACTIVITY DATE ⇕	ISSUES
☐ Help, Amanda	BGT:0000000004870941	Not recorded	4/24/2014 1:21:20 PM	Posting poor-quality resume Requiring follow-up

Follow-up will be dated and logged in the Job seeker's profile in the Notes and Reminders panel. To access a job seeker's profile, click his or her name. The hyperlink will open their profile. Scroll down and open the Notes and Reminders panel. The dated log appears under the feature.

Add note or reminder

Show [Notes ▾] [All ▾]

Display [10 ▾] records per page   1 results found   Page : « Previous [1 ▾] of 1 Next »

Dev Client DO NOT ASSIGN TO STAFF - May 12, 2014
Contact job seeker about new plant opening next month and anticipated positions for accounting clerks.

Add Job Seeker/s to List and Manage Lists: Staff members may add individuals or a group of job seekers to a list by clicking the any relevant record checkboxes and selecting the Add Job Seeker to list option from the action menu. In the example below, four seekers are filtered with the issue posting poor-quality resume. By creating a list, staff members can contact all of them about a resume-writing workshop.

☑ **Johnson, Dwayne**	BGT:0000000004829511	Not recorded	4/3/2014 8:55:32 AM	Posting poor-quality resume
☑ **Monroe, James**	BGT:0000000004780621	Not recorded	5/7/2014 1:03:14 PM	Posting poor-quality resume
☑ **Doe, Jane**	BGT:0000000004882951	Frankfort, Kentucky	4/10/2014 11:21:33 AM	Posting poor-quality resume
☑ **Joplin, Janis**	BGT:0000000004798991	Not recorded	5/1/2014 10:48:54 AM	Posting poor-quality resume

Add 4 job seekers to list

New list ▼

Resume Workshop List

Cancel   Add job seekers to list

After clicking Go for the Add job seeker/s to list action, the light box below displays. The drop-down displays any list that was created before, with a selection for New list. When New list, is chosen, enter a title for the list in the text box below, and then click the Add job seekers to list button. A success message will display. To access the list later, select the Manage Lists feature from the dashboard's feature line (shown below from the top of the dashboard).

JOB SEEKER DASHBOARD | SEARCH JOB POSTINGS | SEND MESSAGES   MANAGE LISTS

VIEW, EDIT, AND DELETE LISTS

Resume Workshop List ▼

	NAME
☐	Doe, Jane
☐	Johnson, Dwayne
☐	Joplin, Janis
☐	Monroe, James

Delete members   Delete list

On opening the Manage Lists feature, the View, Edit and Delete Lists functionality displays a drop-down for list selection. When selected, the job seekers in that list will display for additional actions, such as deleting members from a list or deleting the list when it is no longer needed. Staff members can access stored lists from the drop-down in the Send Messages feature also shown in the feature line above.

Add Notes and Reminders: Staff members may add notes and reminders to a single job seeker's record. Notes and reminders will post to the Notes and Reminder log in the job seeker's profile. Reminders may be sent by email or posted to the job seeker's home page. Staff members can send or post reminders to themselves or the job seeker. A reminder posted for staff will display on FOCUS Assist staff dashboard. Take these steps to add notes and reminders.

From the job-seeker dashboard, click the check box at the left of the job seeker's name, select Add note or reminder from the action drop-down, and click the Go, button. The light box (at left) will display.

Select the radio button for note or reminder. If a reminder is selected, identify the distribution from the reminder drop-down. When posting to dashboards, a calendar picker will allow staff to set the posting date.

Add the appropriate text and click the add note or reminder button. A success message will verify the action.

For future reference, a Notes and Reminder log is provided for each Job-Seeker Profile. The Show filter drop-down allows staff to select Notes or Reminders. When Notes are selected, a drop-down appears (below) and defaults to All. Other selections allow staff to filter the log by the issues resolved or follow-ups created for the job seeker.

This log captures the items below:

- **Notes**

- **Reminders**

- **Resolved issues**

- **Follow-ups**

Assign Activity/Service: Staff members may assign an activity or service to an individual job seeker's record by clicking the relevant record's checkbox and selecting the Assign activity or service option from the action menu. After clicking the Go button, two drop-downs will display for Category and Activity. When the Category is selected, the corresponding activity drop-down populates for staff selection.

Assign Job Seeker(s) to Staff:

Who can assign job seekers to staff? Manager users may assign or reassign job seekers to staff. Staff members may assign job seekers to themselves, but may not reassign them to other staff. When managers assign/reassign job seekers, a second drop-down is populated with staff names (for the appropriate office) so the manager can select the staff assignment.

Action Assign job seeker(s) to staff [▼] **Go**

- select staff member name - [▼] **Assign**

Can a job seeker be assigned to multiple staff members simultaneously? No, only one staff member may be assigned at a time.

Can managers assign job seekers to themselves? Yes.

Are any job seekers assigned to staff automatically? Yes, if staff creates a full-service (mediated) job seeker account in FOCUS Career-Explorer (FCE) via FOCUS Assist, that job seeker is assigned to that staff automatically. A manager can reassign the job seeker if necessary.

Does a job seeker's location control the staff assignment? Since ZIP codes define an office's service area, job seekers are automatically attached to offices by their ZIP codes when they create their FCE accounts. If a job seeker registers using an out-of-state ZIP code, they are assigned to a default office. The default office can reassign these job seekers to the appropriate office service area.

For a job seeker to be assigned to an individual staff member, that staff must have permission to handle work for the office where the job seeker's ZIP code has been attached, either automatically or manually. FOCUS Assist will display an error message when this condition is not met. Only a staff member with the statewide permission can be assigned to any job seeker, regardless of the ZIP code or office. However, field staff is unlikely to have the statewide permission, which is usually reserved for Help Desk staff assisting all offices.

Block/Unblock Job Seeker: This action is controlled by management permissions.

Blocking a customer's access to their self-service account is a serious action because it represents a denial of service, temporarily if not permanently. A set policy should determine whether customers are notified before or after the block is set and what officials should be notified in advance to minimize complaints. When blocks are set, FOCUS notifies customers at sign-in that there is a problem with their accounts and to contact the help desk by telephone. It does not advise that the account is blocked or suggest that any violation is suspected. When customer accounts are blocked, staff will see the red circle icon with a minus sign in search and filtering results on the job-seeker dashboard. The feature only blocks or unblocks customer sign in to their FOCUS application. It does **NOT** inactivate the customer record or notify the case management system.

Change Job Seeker SSN: Staff may update a job seeker's SSN by clicking the relevant check box and selecting the Change job-seeker SSN option from the Action Menu. After clicking the Go button, the Change SSN light box will display. If the job seeker's Current SSN field is populated, staff should verify that the current entry is either a pseudo SSN or the SSN includes an incorrect SSN (usually due to a typographical error). The screen clip (at right) shows the light box when populated by a previous SSN entry. When the SSN was not provided previously, the current SNN field will display unpopulated and grayed back. Staff should complete only the new SSN field and click Save.
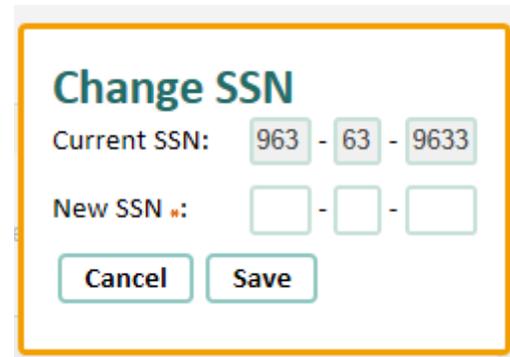
Email Job Seeker and Send Messages: Staff may email individuals or a group of job seekers via email by clicking the job-seeker checkboxes and selecting the Send Email option from the action menu. The email light box (shown on left) displays to allow open-ended communication with the job seeker. Staff can copy themselves on emails by clicking the check box below the text box. This will send a copy to your Outlook inbox. The corresponding feature for email is Send Messages, which can work in conjunction with the Manage Lists feature discussed previously. Send Messages can be accessed from the feature line at the top of the job-seeker dashboard.
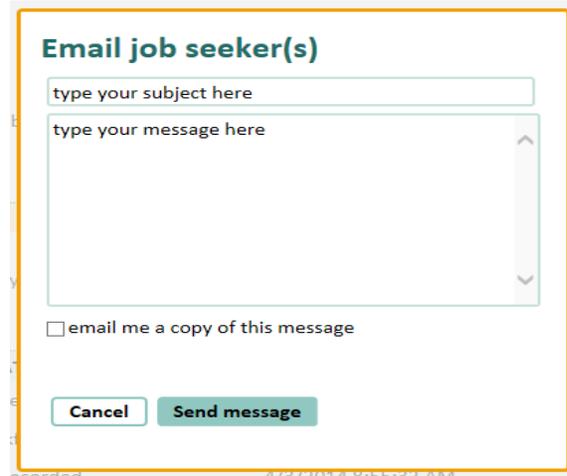
JOB SEEKER DASHBOARD | SEARCH JOB POSTINGS | SEND MESSAGES | MANAGE LISTS

To determine which feature is most appropriate may depend on 1) how informal the email

should be or 2) whether you will need to contact a group of job seekers again in the future. For instance, if contacting a group about an upcoming event, training, or workshop, it may be best to add them to a list for future contact so they can keep track of all invitees previously contacted. For less formal communication, the email feature from the Action menu may be all that's needed.

Find Jobs for Job Seeker: Staff can find job matches for a specific seeker automatically by clicking the job seeker's checkbox and selecting "Find jobs for job seeker" from the Action menu. This option allows staff to search for jobs that match a specific job seeker's resume and search criteria, or to alter the search criteria without changing the job seeker's original settings in FCE. While the search posting page replicates what job seekers see in FOCUS Career, this action does not launch staff into the job seeker's account. Staff may define or refine search criteria using any of the following methods:

- keyword searching (on specific areas of job postings such as job description, job title, employer name or anywhere in a job posting)
- matching against a ZIP code radius; cities and states; or in-state jobs only.
- searching on specific criteria, including star matches, posting dates, educational level, salary level, internships, occupations and industries, emerging/high-growth sectors, job seeker abilities or by excluding specific work histories from the resume

In the display below is an example of the default criteria that Sally Johnson set for her resume in FOCUS Career. (If the criteria are altered, the display will change to Search job postings.) To see job search results using Sally's criteria, click the Go button.

After clicking the Go button, the results for this search display as shown below. Click on one of the job titles to display the job order:

Job search results

These results are based on your search criteria. Review & change criteria.

| add words to search for | in | Anywhere ▾ | Go » |

LOCATION: within - select radius - ▾ of ZIP code: [   ]

Display 10 ▾ records per page   3 results found   Page : « Previous 1 ▾ of 1 Next »

	RATING ⑦	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
☐	★★★★☆	01 Jul	**Baker, Head**	Retail Bakers	Louisville, Kentucky	How strong is this match? Find more jobs like this Do not display this job again
☐	★★★☆☆	01 Jul	**Bakery Decorator**	Zuki's Cupcakes	Lexington, Kentucky	How strong is this match? Find more jobs like this Do not display this job again
☐	★★★☆☆	30 Jun	**Cook**	Department Of The Army	FORT KNOX, KY	How strong is this match? Find more jobs like this Do not display this job again

« Job results

Baker, Head
Customer Job ID KY0563701
Job ID KEN001_4A13AE37C2B74288A59323CBEE9005D0

- How strong is this match?
- Find more jobs like this
- Do not display this job again

This job has been viewed 3 times

✉ 🖨 **Refer job**

Baker, Head
Retail Bakers
Louisville, Jefferson, KY (40202)(public transit accessible)
Number of openings: 1
Application closing date: 8/29/2015

Normal working days: weekdays
Full-time position
Normal work shifts: First (day)
Permanent position

* Mix and bake ingredients according to recipes

You now have various options to assist Sally in her job search:

Email job seeker(s)

Job posting that might interest you

Dear Sally

The following posting(s) might be of interest to you and you should consider putting forward an application.

To apply, please submit a resume through Focus/Career by clicking on the following link(s)
http://stage-kentucky.focus-career.com/careerexplorer/jobposting/KENSTG_7CB153216DB84B6299CDA5EB6814A21A/invite/email

☐ email me a copy of this message

Cancel   Send message

Email Jobs: Sally is a four-star match for a chef's position, but the job may be farther than she originally planned to commute.

When clicking the email icon, the light box (at left) will display, providing an editable message to invite Sally to apply for the job by submitting her resume through FOCUS Career.

Another possibility is to add a follow-up to Sally's record so she will appear in the list of job seekers with pending issues and be readily accessible to contact. If Sally regularly checks her FCE account, it's OK to add a reminder on her home page as another gentle nudge.

Refer to Jobs: Referring qualified candidates to jobs without advance discussions may be the best choice to help Sally connect to this position.

Referral completed
The candidate has been successfully referred for the job

Ok

Simply click the Refer Jobs button. FOCUS Assist will make the referral and notify Sally by email. The job will display on Sally's home page panel for Jobs to which you've been referred. She can access the job information at any time.

Am I a good match for this job? Sally has several three-star matches, and the executive chef position might be a good fit that is closer to home. But why is she only a three-star match? What can you do to help Sally improve her chances or raise her match score to a four- or five-star candidate? The answers may be found in "Am I a good match for this job?"

« Job results

Am I a good match for this job?

People who have placed into the **Chef** job typically have the following characteristics. We've identified gaps in your job seeker's resume and skill set, and provided you with recommendations that you can discuss with them.

1 Common skills   SHOW

2 Education, certificates, and licenses   SHOW

3 Level of experience   SHOW

4 Common career paths   SHOW

5 Potential gaps   SHOW

Common skills: In panel 1, FOCUS provides the specialized, software and foundation (soft) skills that are typically associated with a chef's position. These lists often trigger awareness that important skills have not been included on the resume.

Education, certificate, and licenses: In panel 2, FOCUS presents educational levels most common for individuals working as chefs, as well as a list of certificates and licenses they may have for this profession. Sally might benefit from additional education.

Education level

High school/technical training	42%
Associates degree	31%
Bachelors degree	27%
Graduate/professional degree	1%

Certifications and licenses

1. Series 7 Certification
2. Certified Executive Chef
3. Certified Sous Chef
4. Certified Dietary Manager
5. Certified Teacher
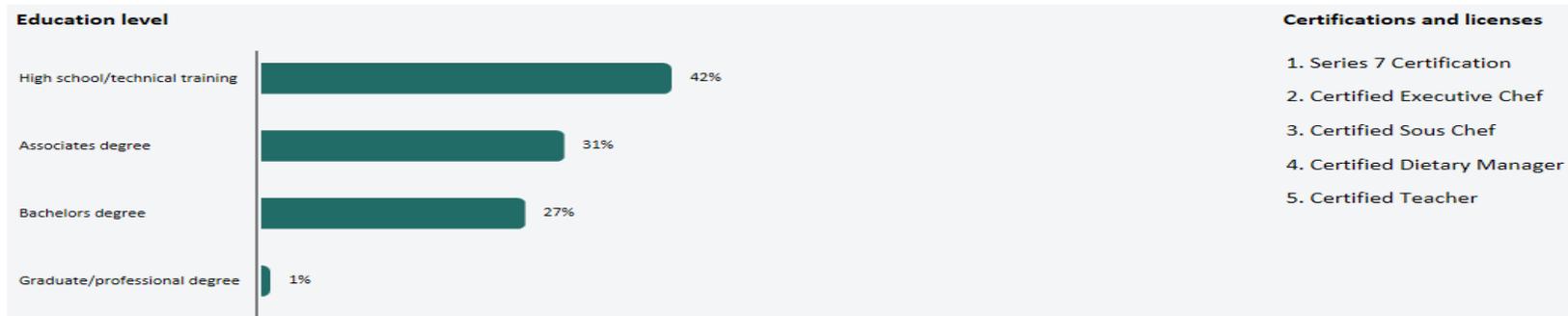
Level of experience: In Panel 3, FOCUS presents the levels of experience that successful candidates have had when placing into chef positions. Since Sally's experience is well within range of the most successful group, experience probably isn't the problem.

Experience levels of successful candidates

Experience	Percentage
Less than 2 years	5%
2-5 years	58%
5-8 years	32%
8+ years	4%
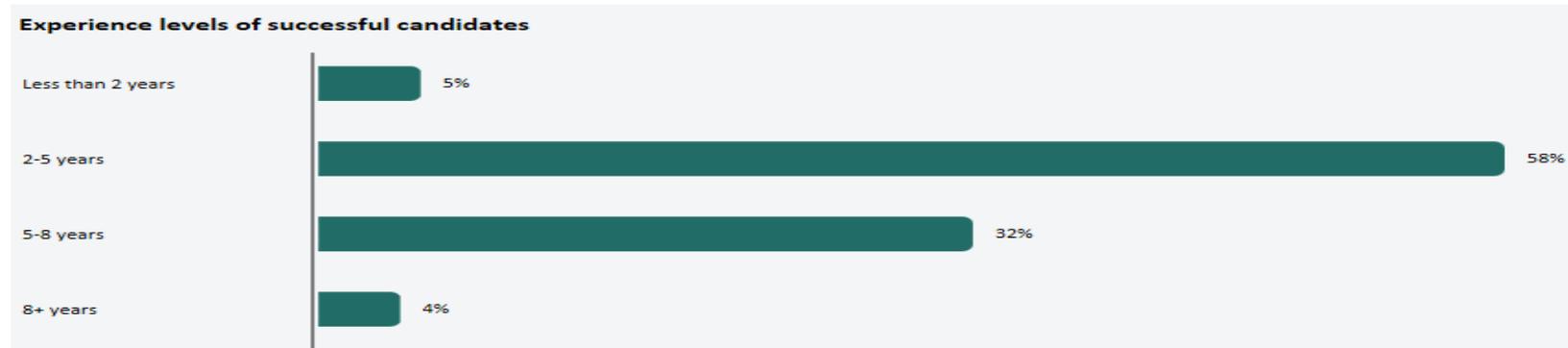
Common Career Paths: In Panel 4, FOCUS provides two views of career paths that are common to chefs – positions people go from being a chef and what positions they typically held prior to becoming a chef.

Potential Gaps: In Panel 5, FOCUS evaluates Sally's resume for gaps that could work against her when applying for the executive chef position. As expected, the problems appear to be gaps in her skills and education, giving a starting place to help Sally become more marketable. Staff can refer her to workshops that build her skills or certificates that enhance her credentials.

5 Potential gaps   HIDE

Based on the gaps we found between your skills and experience and the skills and experience of people who have placed into jobs like these, here are possible next steps for you:

Skills
Additional training in these skills:

- Building Effective Relationships with Customers / Co - Workers • Meal Preparation • Hiring and Firing • Inventory Management • Multi-Tasking • Restaurant Management
- Restaurant Operations • Scheduling • Supervisory Skills • Training Programs • Communication Skills • Cooking • Management • Performance Analysis
- Personnel Management • Presentation Skills • Problem Solving • Quality Assurance and Control • Purchasing • Training Materials • Budgeting • Writing • Planning
- Leadership • Creativity • Mathematics • Merchandise Ordering • Cash Handling • Cost Management • Customer service • Equipment Maintenance • Cost Control
- Financial Reporting • Inspection • Food Service Experience • Event Planning • Inventory Maintenance • Team Building • Costing • Procurement • Product Sale and Delivery
- Staff Development • Staff Training • Team Work • Concept Development • Employee Training • Facilities Management • Food Safety • Organizational Skills

Education
- Culinary Arts
  ◦ Certificate
  ◦ Associate
- Restaurant/Food Services Management
  ◦ Certificate
  ◦ Associate

Find more jobs like this: Another feature that may widen a job seeker's possibilities is "Find more jobs like this," which matches the selected job to other similar jobs. In this display, the star matches are jobs-to-the-selected-job, rather than jobs against Sally's resume. A quick glance tells staff the market for chefs in Sally's preferred area is likely strong enough to warrant the certification she might need. Perhaps a referral to training is in order, as well as a resume review for the skills Sally might have forgotten to include or may not have considered important.

☐ ★★★★★	29 Apr	**Chef, Cooking**	john smith	louisville, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	25 Apr	**Executive Chef**	UNKNOWN	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	17 Apr	**Executive Chef**	Sodexo	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	12 Apr	**Executive Chef**	Sullivan University	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	28 Apr	**Executive Chef**	UNKNOWN	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	03 May	**Sous Chef**	Cp Louisville	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	20 Apr	**Chef**	UNKNOWN	LOUISVILLE, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	02 May	**Sous Chef**	UNKNOWN	EDMONTON, KY	How strong is this match? Find more jobs like this Do not display this job again
☐ ★★★★★	22 Apr	**Chef**	UNKNOWN	LEXINGTON, KY	How strong is this match? Find more jobs like this Do not display this job again

Do Not Display this Job Again: A fast way to eliminate jobs that would not interest Sally is to click "Do not display this job again." This suppresses the job posting(s) only from Sally's search results, but does not impact other job seekers who might be interested in those positions. Get Sally's approval for this step first. Also consider that while some positions may not be Sally's ultimate dream job, they may hold excellent short-term possibilities as she improves her skill set or completes training and certification work.

Mark as Resolved: To resolve job seeker issues or a follow up that was added, click the job seeker's check box and select Mark as resolved from the Action menu. When job seekers have multiple issues or follow ups (as shown below), a check box will display for each, allowing staff to resolve the issue individually over time or at the same time. As long as any issue remains, that job seeker's record will continue to display in the dashboard table. When staff resolves all issues, the job seeker will no longer have issues. Staff will need to find that individual by using the "Find a Job Seeker" for searches, or by changing the Issues filter to With no issues.

If a staff member is repeatedly clearing issues for the same job seeker, this may indicate minimal system use or a lack of engagement in job-search process.

The upside to this observation will always be the messages behind the issues job seekers experience and the real opportunities they create for staff to help.

Resolve Issues For Amanda Help

Issues *

☑ Posting poor-quality resume

☐ Requiring follow-up

Notes *

Worked with job seeker to update missing skills in resume.

Cancel   Save

Find a Job Seeker

In the regular course of assisting job seekers, searching statewide to find them is a necessity. In the dashboard's Find a Job panel, you may search by first name, last name, SSN, date of birth, email address and by an external seeker ID or the FOCUS ID. A calendar picker is provided for the date-of-birth field.

Find a job seeker		
First name [____]	Date of birth *mm/dd/yyyy* [__/__/____]	Email address [____]
Last name [____]	Username [____]	
SSN [____] [+]	EKOS ID [____] [+]	Focus ID [____] [+]

The Find a job seeker panel operates in conjunction with the dashboard filters and is controlled from the same Go button. To search for job seekers statewide, set the For these offices filter to Offices Statewide. Set the Issues filter to with and without issues.

View Job Seeker profiles

When self-service accounts and resumes are created in FOCUS Career – or when staff creates accounts/resumes on a job seeker's behalf using FOCUS Assist – a master record automatically generates in FOCUS Assist for each customer. These are known as the Job Seeker profiles, which can be viewed only by staff. Profiles are driven by dynamic data collection that captures job-seeker usage information, self-service activities of job seekers, and staff-assisted activities/services that you provide. Staff access profiles by clicking on a job seeker's hyperlinked <u>name</u> from the dashboard table.

☐ **Doe, Jane**   BGT:0000000004882951   Frankfort, Kentucky   4/10/2014 11:21:33 AM   Posting poor-quality resume

Each profile provides a wealth of information for tracking, as well as an excellent audit trail for unemployment insurance professionals to monitor job-seeker engagement related to continued benefit eligibility. Staff can quickly profile a job seeker and develop key insights to their statuses, potential needs, employability and customer behaviors. The job-seeker profile displays data in nine panels shown at the left and described below.

Job seeker profile: Dwayne Johnson

- **+** Profile
- **+** Contact Information
- **+** Resume
- **+** Activity Summary
- **+** Referral Outcomes
- **+** Survey Responses
- **+** Job seeker Activity Log
- **+** Notes and Reminders
- **+** Assigned Offices

Profile: Demographics on military service, disabilities, UI claimant flag and related information may impact a job seeker's employability, program eligibility or special needs. (This does not display when none of these criteria are present.)

Contact Information: Job seeker's address, telephone and email address.

Resume: Details, such as resume length, number of resumes, extracted skills, searchable status and willingness to work overtime or relocate; includes hyperlinks to open job-seeker resumes in a pop-up.

Activity Summary: System usage statistics for registration, sign-ins, and online help; resume updates; and total job searches, matches, and referrals. Display since registration or for last seven, 30, 60 or 180 days.

Referral Outcomes: Voluntarily reported by employers, job seekers or staff, referral outcomes are displayed for possible employment interactions between job seekers and employers offering positions. Outcomes are USDOL compliant and mapped to the case-management system for federal reporting.

Survey Results: Also voluntarily reported, a brief customer-service survey displays on job seeker home pages when FOCUS Career requests referral outcomes. The survey/outcome report can be scheduled to display every seven, 14 or 30 days, asking the job seeker, "How's your job search going?"

Job Seeker Activity Log: This automated activity log captures staff services, resume creation/updates, referrals, and activities against job seeker records, all viewable by service type, time frame, and users (job seeker and staff). Many items captured in this log are returned to case-management for USDOL federal reporting. Staff may add activities/services to the log without returning to the Action menu to access this feature.

Show | all services | for last 30 days by all users | Display 10 records per page | Page : « Previous 1 of 1 Next »

Added Resume
Assigned activity
Assigned to staff member
Invitation to apply sent
Referral outcome updated
Referral request
Referral request approved
Resolved Issues
Self-referred (External)
Self-referred (Regular)
Updated resume
SSN updated

USER	DATE	ACTIVITY/SERVICE
Monr	5/7/2014 1:16:02 PM	Updated resume
Monr	5/7/2014 1:15:55 PM	Updated resume
Monr	5/7/2014 1:15:45 PM	Updated resume
Monr	5/7/2014 1:15:42 PM	Updated resume
Monroe, James	5/7/2014 1:15:34 PM	Updated resume
Monroe, James	5/7/2014 1:13:46 PM	Updated resume
Monroe, James	5/7/2014 1:13:13 PM	Updated resume
Monroe, James	5/7/2014 1:05:17 PM	Added new resume
Monroe, James	5/7/2014 1:05:17 PM	Updated resume

Add activity/service | - select action - | Go

Notes and Reminders: Also accessible from the dashboard's Action menu drop-down, the Notes and Reminder feature captures any staff-created and resolved follow-ups, and all resolved job seeker issues, logging this information for staff review and reference. A "Show" filter displays either notes or reminders, and the "All" filter displays follow-ups and resolved issues, which also can be shown separately.

Just as notes and reminders can be added from the Action Menu drop-down, they may be added from the job-seeker profile.

◉ Add a note
◯ Add a reminder for **myself** [▼]
◉ Email ◯ Post to dashboard on [＿＿＿＿＿] *

Type note or reminder here.

Add note or reminder

Show [Notes ▼] [All ▼]
Display [10 ▼] records per page   1 results found   Page : « Previous [1 ▼] of 1 Next »

Dev Client DO NOT ASSIGN TO STAFF - May 13, 2014
Contacted customer about resume additions; reschedule interviewing skills workshop to precede pending interview.

Assigned Offices: The Assigned Office panel includes a feature used by the agency's default office to assign job seekers to field offices. Job seekers who register from other states or whose ZIP codes have not been previously assigned to an in-state office service area will be assigned by the default office.

- select an office - [▼] **Add** **Remove** **Update**

KCC Support

The Assigned Office feature is by permission only, although the feature is viewable by all staff regardless of permissions. Staff will always know a job seeker's office assignment from this panel. All add/remove/update functionality is grayed out to staff who do not have the Administer Office Assignment permission.

Create New Job Seeker Account Button

Staff may create new job seeker accounts to handle full-service (mediated) customers. This button displays on the dashboard's top right position (under Account settings). It launches staff into the same functionality that self-service job seekers use to register, but without taking you out of FOCUS Assist. For each job seeker, staff will be required to create an email username, password, security question/answer reminder, the date of birth and key demographics. Depending on agency policy, staff may be asked to use a pseudo-email address for staff-created job-seeker accounts or to obtain a valid email address from the job seeker – or possibly to help create a free account. Hyperlinks to AOL Mail, Gmail, Windows Live and Yahoo are provided for convenience.

> **NOTE:** If full-service customers later decide to become self-service customers, staff can pass their usernames and passwords to them, and they can change their account sign-in credentials.

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Section 7: Approval Queues – Job Seeker Referral Requests

Staff permissions for reviewing and approving employer accounts, job postings and referral requests will vary from one agency to the next. Each queue can be managed independently of the others, and queues may be set for centralized management or distributed across the field office network. Given the immediate need to approve job-seeker referral requests in each office's service areas, as well as field staff's relationship to customers, most agencies distribute the Referral Requests queue to field office staff.

The FOCUS Suite handles several types of referrals to jobs, but not all of these will be sent to the approval queue or require staff approvals.

Job Seeker Self-Referrals (Spider jobs): Job seekers may self-refer to any job in a spider job feed without staff approval and regardless of their resume match score for a particular job. These self-referrals will **NOT** require queue approval. They are logged as interstate referrals and sent to the case-management system for USDOL federal reporting.

Staff Referrals (Spider jobs): Staff may refer job seekers to any job in a spider job feed, regardless of resume match score for a particular job. These self-referrals will **NOT** require queue approval. They are logged as interstate referrals and sent to the case-management system for USDOL federal reporting.

Job Seeker Self-Referrals (Talent jobs): Depending on the agency's default settings, some job seekers may self-refer to jobs in the Talent (statewide) job feed, if their resume star matches meet a specific pre-set level. These self-referrals will **NOT** require queue approval. They are logged as direct referrals and sent to the case-management system for USDOL federal reporting. **When job seekers DO NOT meet the star-match requirement or the agency elects NOT to set a default match score, their referral requests are sent to the Referral Request queue for staff review and approval.** Agencies may select a workflow that allows hiring managers to set a match score that is higher or lower than the agencies match-score requirement.

Staff Referrals (Talent jobs): Staff may refer job seekers to jobs in the Talent (statewide) job feed, based on the agency referral policy, which may or may not be dependent on the star match. Typically, staff has wide latitude to determine job seeker suitability for a position, and often may be working with hiring managers who are willing to relax or negotiate job requirements as they relate to job seeker qualifications. FOCUS recognizes this need for local flexibility. Since staff is the final authority on referrals, these referrals will **NOT** require queue approval. They are logged as direct referrals and sent to the case-management system for USDOL federal reporting.

A sample referral request queue

The approve referral request queue is accessed in the approval queue tab. Links are provided for staff to access the approval queues individually. Filters allow staff to sort items in the queue by status, job-seeker type and office.

Status: This filter defaults to pending and also includes statuses for denied, on hold and reconsider. If staff members have permission to approve referral requests, they may need to deny a referral. These candidates remain accessible if staff members need to reconsider their initial decision. Job seekers who update their resume and receive a higher star match may request another referral. A hiring manager may invite a candidate to apply or ask staff to refer a candidate even when that individual does not meet the stated qualifications. In either case, the "denied" and "reconsider" statuses work together to give candidates a second chance. The "on-hold" status allows staff to retrieve candidates who were automatically placed in this status. When hiring managers hard-close jobs (before the job expires) or place jobs "on hold" while candidates have referral requests pending in the queue, FOCUS automatically notifies the candidates that these jobs are either permanently or temporarily unavailable. For "on hold" jobs" that are reactivated within 30 days, FOCUS automatically restores candidate requests to the queue.

Show: This filter defaults to "all job seekers" but also allows staff to sort by "non-veteran job seekers" and "veteran job seekers."

Office: This filter defaults to the office where staff members are currently assigned or have selected as the office in which they are working. The latter occurs only when a staffer has permission to work in multiple offices or statewide. If a staff member is assigned to only one office, it will be his or her default one.

When requests are pending in the queue, this main page will display them in the table one the next page. To access an individual referral request, click on the hyperlinked job title/company item.
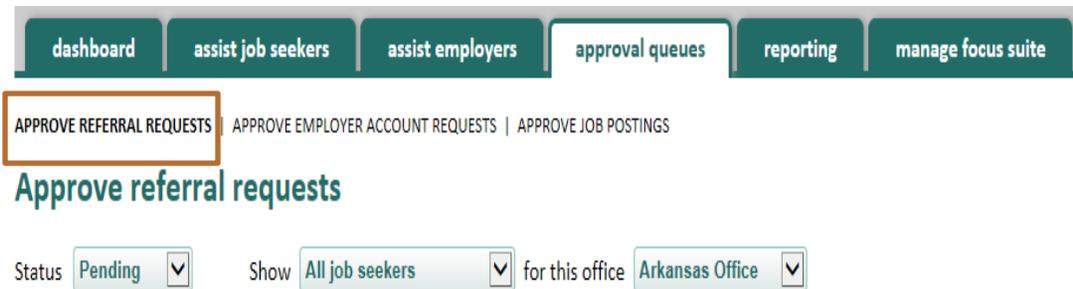
1 referrals found					
Display 25 records per page				Page : « Previous 1 of 1 Next »	
STAR MATCH	JOB TITLE/COMPANY	JOB SEEKER NAME	JOB SEEKER LOCATION	REQUEST DATE	TIME IN QUEUE
☆☆☆☆☆	**barbaque cook, Ribs Galore**	John Casey	Radcliff, Kentucky	Jul 30, 2014	190 day(s)

This opens a side-by-side comparison of the candidate's default resume and the job posting to which he/she has requested a staff referral. Deny and Approve buttons display at the top right position. From here, the decision is deny or approve with queue approval permission. Staff members may also click directly into the job seeker or the job order profile for additional information.

Approve referral request: John Casey

Referral request status

Referral request status: Pending
Referral star match: ☆☆☆☆☆
Reason for referral: All referrals have to be reviewed by staff

[Deny referral] [Approve referral]

Referral request information

Resume

[View Job seeker profile]

John Casey
(270) 766-2121 (Cell)
121 I Dont Know Avenue
Radcliff, KY 40160
johncasey@yahoo.com

Summary
I have 18 years of experience, including as an Administrative Clerk and as a Data Entry Clerk in industries including Chemicals and Allied Products and Miscellaneous Repair Services. Most recently, I have been working as an Administrative Clerk at AT&T from January 2010 to March 2014. My skills and experiences include: office management, scanners. I hold an Associate of Arts (AA) degree in Business Administration from Sullivan University.

Experience
AT&T, Radcliff, KY   Jan. 2010Present
Administrative Clerk
Assisted with billing functions. * Prepared bills, contracts, policies, invoices, checks, expense reports. * Used and coordinated maintenance of office equipment, such as copiers, scanners, fax machines, voicemail systems, computers. * Proofread materials. * Reviewed and verified data. * Maintained and updated files. * Processed and distributed incoming mail. * Prepared mailings. * Prepared and edited routine correspondence. * Responded to requests for information. * Answered and screened telephone calls. * Provided support to office manager. * Greeted and directed visitors, deliverymen, the general public, clients, employees. * Verified receipts. * Resolved customer complaints. * Made appointments and travel arrangements. * Maintained calendars. * Ordered office supplies. * Maintained a professional image and attitude. * Scheduled meeting rooms.

Bell South, Radcliff, KY   Mar. 1996Jan. 2010
Data Entry Clerk

Job Posting

[View Job profile]

barbaque cook
Ribs Galore
Radcliff, KY (40160)
Number of openings: 2
Application closing date: 8/1/2014

Salary range $10.00 - $12.00 Hourly
Normal working days are Monday, Wednesday and Thursday
Full-time position
Normal work shifts are First (day)
Permanent position
Court-ordered affirmative action

* Prepare food in a restaurant
* Weigh and measure ingredients
* Prepare soups, meats, desserts.
* Prepare raw produce for cooking or eating
* Cook foods by roasting, broiling, frying, steaming, grilling.
* Order food, smallware, equipment.
* Keep records and accounts
* Kept up a detailed knowledge of the menu

Denying a Referral Request

When staff denies a candidate's referral request, the light box (below) will display. This message is editable and staff may copy themselves by email. The candidate is notified under your auto-generated signature. Buttons allow staff to either cancel or email the job seeker.

Notification of denied job seeker referral request
Notify the job seeker their referral request has been denied.

Dear John Casey

We have reviewed your request for a referral for the barbaque cook position at Ribs Galore. Unfortunately we cannot approve your request at this time.

For more information, you may log in to Focus/Career to view feedback on your request, or contact me at N/A or client@Employee.com.

Regards,
Dev Client DO NOT ASSIGN TO STAFF

☐ email me a copy of this message

Cancel | **Email Job seeker**

Approving a Referral Request

When staff approves a referral, FOCUS Assist displays a success message and automatically generates a standard response to the candidate. This email is controlled from a client-editable template in FOCUS Assist. The referral then posts to the job seeker's FOCUS Career home page in the "Jobs to which you have been referred" panel. From there, job seekers may reference the job posting and all employer contact information for the job.

Section 8: Staff-Created Accounts for Full-Service Job Seeker Customers

Staff can access the FOCUS Career application from two features in FOCUS Assist on the Job Seeker Dashboard. The "Access job seeker account" option from the Action Menu drop-down launches staff into FCE to view existing job seeker accounts (either full-service or self-service), and the "Create new job seeker account" button allows staff to create a new account.

To create a new account, click the "Create new job seeker account" button on the Job Seeker dashboard. Step 1 of the job seeker registration will display as shown in the light box below. In this sample, a pseudo-email is used to create the email/username address. Other options for staff-created email addresses may be to use an email provided by the job seeker, or an email account from a free Internet service provider, created for the job seeker.

SSN Provision: In the sample registration (at left), the SSN has not been provided. Job seekers are not required to provide their SSNs to register in FOCUS Career. Agencies cannot require SSN data-collection. However, this unique identifier is important for matching legacy records in the client's case-management system to prevent creation of duplicate accounts. In standalone, non-integrated deployments, no record matching occurs in the registration process.

Secondary Validation Criteria: When the FOCUS Suite is integrated with a case-management system, and SSNs are not provided, FOCUS uses other job seeker demographics to match legacy records. These fields include first name, last name, ZIP code, address, city, state and date of birth. Middle initial and phone number are optional. This information also pre-populates the job seeker's "Contact" tab in FOCUS Career.

Create new job seeker account Step 1 of 2

(SSN)

If job seekers does not provide an SSN, you will be asked to capture additional information.

Re-enter SSN	☐ - ☐ - ☐
Security question *	What was the first car you owned? ⌄
Security answer *	Toyota Corolla *Answer is case-sensitive.*

Since Job seeker did not supply SSN, please capture the additional information for validation. Provide job seeker's name, date of birth, and address.

Additional information *

First name *	Julie	Middle initial	F	Last name *	Hanson

Phone number   (502) 564-5969

ZIP code *   40601

Address .   1622 West Wilkinson Avenue

City *   Frankfort   State *   Kentucky ⌄

Date of birth * 05/14/1975   ▦
                 mm/dd/yyyy

Cancel **Register**

Terms and Conditions: A Terms and Conditions document is a required sign-off for job seekers. The same text displays when staff registers job seekers, but requires them to confirm that you have explained the Terms to the job seekers. The text change for staff appears on the confirmation button on the screen below.

Accepting the Terms of Use constitutes the job seeker's agreement to abide by the site's policies and other provisions required by the agency. If job seekers violate the Terms and Conditions, FOCUS provides features to block them from accessing their accounts until the circumstances surrounding their misuse are resolved to the agency's satisfaction.

Terms and Conditions Step 2 of 2

Your use of this site is subject to the terms and conditions (hereinafter "Terms") specified herein. It is important that you take the time to read the Terms carefully. In order to use the Services, you must first agree to the Terms. You may not use the Services if you do not accept the Terms. Your use of this Site shall constitute agreement to and acceptance of this Site. If you use this site, you understand and agree that this site and its operator will treat your use of this site as acceptance of the Terms from that point onwards. You may not use this site and you may not accept the Terms if (a) you are not of legal age to form a binding contract with This Site, or (b) you are a person barred from receiving the Services under the laws of the United States or other countries including the country in which you are resident or from which you use the Services. Before you continue, you should print off or save a local copy of the Terms for your records.

SECTION 1. USER CONDUCT

Specific Prohibited Uses. The site may be used only for lawful purposes by individuals who may form legally binding contracts who are seeking employment. This site is not intended for use by minors. IF YOU DO NOT MEET THE FOREGOING REQUIREMENTS, YOU MAY NOT ACCESS OR USE THIS SITE OR ANY OF THE SERVICES ON OR THROUGH THE SITE. This site authorizes you to view and download a single copy of any job posting, resume, report, or other materials on this site for your personal use only. You must retain all copyright and other proprietary notices contained on such materials. You may not sell or modify the materials or reproduce, display, publicly perform, distribute, or otherwise use the materials in any way for any public or commercial purpose (other than for searching for a job for yourself). As a condition of your use of the site, you agree that you will not use the site for any purpose or in any manner that is

Cancel | I confirm that I explained these terms to this job seeker

Options after Completing Registration: After accepting the Terms of Use, the account registration is completed. Staff may continue to oversee accounts and create a resume on his/her behalf or provide the sign-in credentials to the job seekers who can then become self-service customers. In either case, resume completion is the next logical step.

To locate the job seeker's account from FOCUS Assist, go to the "Find a job seeker" panel on the Job Seeker dashboard. Leave the Show filter on the "All job seekers" default, and set "Offices statewide" and "With and without issues." Enter the job seeker's name, DOB, SSN or email address to narrow the search criteria, and then click Go. The newly registered job seeker will display in the dashboard table. Because Julie's account below does not yet have a resume, FOCUS has not yet assigned a Job Seeker ID number and a last activity date has not generated. No issues have posted against her record.

To access Julie's account, click the check box by her name (as shown above), select "Access job seeker account" from the Action Menu drop-down, and click Go again. This launches FOCUS Career in a new browser window and places you on Julie's home page.

Section 9: FOCUS Career Home Page

When staff accesses any job seeker's home page from FOCUS Assist, the greeting line will display as "Logged in as [name of job seeker]." This is the primary indicator that staff has accessed their account properly as staff. Any work performed via this method will be credited as "staff-assisted" for USDOL federal reporting. Staff can use the FOCUS Career application just as job seekers do. Let's look at Aaron Boggs' account.

Home Page Features

The FOCUS Career home page consolidates key information and feature access so staff or job seekers can manage their careers and job search effectively. Tab management for application access and button access to specific features provide easy navigation, while information panels display job seekers' latest system interactions for searches, matches, referrals and jobs. The home page displays on default at customer sign-in or when you access the account from FOCUS Assist.

- **Text Size:** Allows job seeker to adjust the text size display.
- **Language Translation:** Access to language translator tool, which converts the user interface text for non-English speakers. When resumes are sent to employers, they revert to English.
- **My Account:** Allows a job seeker to change username, password, a secondary email address (for resume use), and security question and answer.
- **My Bookmarks:** Collects jobs and career exploration pages for future reference.
- **Find a Job:** Quick search feature to find jobs by title.
- **How is Your Job Search Going?** Displays a pop-up survey on pre-set schedule to obtain customer service responses and referral outcomes from job seekers. (See screen shot on the following page)
- **Resume Listings:** Hyperlinks for up to five resumes provide direct access to these documents.
- **Resume Views Counter:** Counter displays the number of times business customers have viewed the default resume. Displays only after the default resume has been created.

Tab – Job Search: For resume-building tools, job matching and gap analysis, click the options below.

- **Create, edit and upload a resume:** resume-building tools
- **Search for jobs:** direct feature access to FOCUS Career job search criteria and matching

Tab – Explore Careers and Education: Staff may navigate to the options below by clicking.

- **Research a specific career, employer or program of study**
- **Explore my career options**
- **See what I can study to get ahead**
- **See where my experience can take me**

Job Seeker Survey

The job seeker survey below displays on the home page on seven-, 14- or 30-day intervals, depending on the client-configurable setting applied in FOCUS Career Settings, which is located in the FOCUS Assist, Manage FOCUS Suite tab. The survey feature also can be disabled. When job seekers do not have referrals to jobs, only questions 1-3 will display to collect survey responses. The survey is voluntary and can be closed without responding. The default survey responses will not register unless job seekers click "Submit results."

Survey Philosophy

The default question text is targeted to obtain information on match quality, transferable skills awareness and the use of employer invitations for job seekers to apply. It is intended to be brief and generic to increase user response rates and intuitively provide referral outcomes, which are traditionally difficult for agencies to obtain.

Section 10: Accessing the FOCUS Career Application

Click the "Job Search" tab to display features available in FOCUS Career.

home	job search	explore careers & education

YOUR RESUME | SEARCH JOBS

✎ Create or upload a resume   *best bet for best matches*

🔍 Search for jobs

➡ **See job recommendations based on my resume**   *we'll help you build or upload your resume first*

➡ **Start or continue a job search without a resume**   *results are limited without a resume*

When staff selects "Create or upload a resume," the options below will display for three resume-building approaches.

YOUR RESUME | SEARCH JOBS

Your resume

The more information you provide on your resume, the better the matches we can provide
When you're done, you'll be able to choose which information to display to employers.

CREATE A RESUME

The resume builder will guide you through all the steps of creating a resume. On average, creating a complete resume takes between 15-30 minutes, depending on how much detail you wish to provide. You'll be able to save your work and return to it at any time.

Start resume»

UPLOAD A RESUME

You may upload resumes in DOC, DOCX, RTF, or PDF formats. Your PDF must be text, not images — if you can search the PDF, it's text. After you've uploaded your resume, you'll have the opportunity to edit it.

Upload a resume   **Browse**

Next step »

PASTE/TYPE YOUR RESUME

Paste or type your resume, and the resume builder will help you format and enhance it.

0 words

Next step »

Create a Resume – Step 1: Add a Job

When "Start resume" button is clicked, the page below is displayed. Let's build Julie's Information Technology resume.

1. Title the resume and save the title.
2. Enter the Job title – type-ahead text will display under the field for selection of specific job titles.
3. Enter Employer name.
4. Enter Start Date. If the job seeker is currently employed in this position, check "I currently work here." When box is clicked, the End Date field will retract.
5. Complete the remaining fields and click the "Save and Move to New Step" button.

Create a Resume – Step 1: Special Instructions

FOCUS Career's resume builder provides excellent ways to help selected target populations find their transferable skills. It helps veterans find skills that transfer from their military occupational specialty to the civilian labor markets and helps homemakers and caregivers capitalize on the skills they build every day when they were not considered "labor force participants." For individuals with volunteer histories, showing these as work histories can create a solid skills base that translates well to the paid jobs.

⊖ **SPECIAL INSTRUCTIONS FOR VETERANS, HOMEMAKERS, VOLUNTEERS, OR THOSE WITHOUT JOB HISTORY**

Veterans
If you have served in the military, we will ask you about your military occupation in the Profile area. If you feel your military rank and service constitutes a significant portion of your work experience, you can list your rank and military occupation as a job on your resume. We will try to find questions or text that relate to civilian equivalents.

Homemakers
If you have experience as a homemaker, care giver or stay-at-home parent, please enter 'Homemaker', 'Care Giver' or 'Home Manager' in the job title field so that we can further assist you in identifying transferrable skills valuable to employers. (We suggest you list the employer for the time you spent in such roles as "Self".)

Volunteer activities
Describe your volunteer activities in the Add-Ins area. However, if internships or volunteer work make up a large part of your work history, or their absence would create major time gaps in your resume, you may include them in work history.

No job history to enter?
Follow this link to jump to the Contact area.

Of critical importance with many job seekers in these situations is a lack of confidence due to absence from or unfamiliarity with the recent civilian labor market. With these features, FOCUS helps them and staff cut through the fear of less desirable candidate or completely unemployable.

If you work in a veteran services position, this feature is excellent for transitioning service members – many of whom entered the military out of high school and have no prior exposure to the civilian labor force.

And don't let "unpaid work" hamper those volunteers or interns who need or want to find income-based careers. Just because they weren't paid, doesn't mean they didn't work.

Create a Resume – Step 2: Job Title Details

FOCUS provides radio buttons for the top job titles that most closely match the job title entered in Step 1. Select the title that works best. If an appropriate title does not display, more selections are available from within the job families listed below. Open these panels to find a different job title. When selection is made, click "Save and Move to Next Step."

WORK HISTORY	CONTACT	EDUCATION	SUMMARY	ADD-INS	PROFILE	PREFERENCES	REVIEW

1. Add a job   2. **Job title details**   3. Work activities   4. Job description

Save & Move to Next Step »

Next, we're going to ask you about your job. To ask the right questions, we need to make sure we understand what your job was about.

2. Job title details *required fields*

Which of these titles best fits your job?

- ○ Computer and Information Systems Managers
- ○ Computer Software Engineers, Systems Software
- ● Computer Systems Analysts
- ○ Network and Computer Systems Administrators
- ○ Network Systems and Data Communications Analysts

If none of these titles fits, select from the following list:

- ⊕ Architecture and Engineering
- ⊕ Arts, Design, Entertainment, Sports, and Media
- ⊕ Building and Grounds Cleaning and Maintenance
- ⊕ Business and Financial Operations
- ⊕ Community and Social Services

Create a Resume – Step 3: Work Activities

Based on the job title established in Step 2, FOCUS next displays a corresponding questionnaire on work activities. Job seekers may select up to 12 items in this step. If a 13th item is selected, a warning will display, allowing job seekers to de-select any previous items and prioritize others. A counter list captures all selections and provides an internal scroll bar for easy scanning.

Save & Move to Next Step »

3. Work activities

Choose the most appropriate answer under each of the following work activities to describe the tasks you carried out in your job as a **Computer Systems Analyst** at **Burning Glass Technologies**.

Generic Job Title: **Computer Systems Analysts**

You may pick up to 12 statements.

Test, maintain, and monitor computer programs and systems
- ● Yes   ○ No

Coordinate program and systems installation
- ● Yes   ○ No

Expand systems
- ○ Yes   ● No

Modify systems
- ● Yes   ○ No

Alter systems to accommodate new uses
- ○ Yes   ● No

Alter systems to improve workflow
- ● Yes   ○ No

Develop and revise
- ☑ system design procedures   ☑ test procedures   ☑ quality standards

Document systems procedures
- ● Yes   ○ No

Assist staff with computer problems
- ○ Yes   ● No

Assist users with computer problems
- ○ Yes   ● No

Analyze computer performance indicators
- ● Yes   ○ No

Your selected statements *you can edit these in the next step* ⊗
8. Located and corrected code errors.
9. Used database management software.
10. Used development software such as C++,DCOM softw
11. Used web development tools such as Allaire ColdFusi
12. Used configuration management software such as Hy

Create a Resume – Step 4: Job Description

In Step 4, all questionnaire selections display in the editable text box (below left). Staff may add new items in free text, keywords associated with the job or additional work statements. When adding keywords, all selections are grouped in a single statement that begins, "Knowledge sets include" followed by the selected keywords. After editing and adding to the job description text, click "Save and Move to Next Step." Other features include "Save and Add Another Job," which returns staff to Step 1 of the Work History; and "Preview resume," which allows staff to evaluate the resume display at any point in the resume builder's guided path.

Resume title *   Information Technology   **Save**   Preview resume ❓

| WORK HISTORY | CONTACT | EDUCATION | SUMMARY | ADD-INS | PROFILE | PREFERENCES | REVIEW |

1. Add a job   2. Job title details   3. Work activities   4. **Job description**

Save & Add Another Job >>   **Save & Move to Next Step >>**

4. Job description * required fields

Edit your job description to personalize it. Your description will be even better if you add very specific descriptions of what you did, initiatives you led, and your particular accomplishments and contributions. To help you, we've included a list of keywords and statements you may select to add to your description.

**Did you wear many hats at this job?
Describe other job activities you performed.**

* Tested, maintained, and monitored computer programs and systems.
* Coordinated program and systems installation.
* Modified systems.
* Altered systems to improve workflow.
* Developed and revised system design procedures, test procedures, quality standards.
* Documented systems procedures.
* Assisted users with computer problems.
* Analyzed computer performance indicators.
* Maintained technical knowledge with manuals.
* Used configuration management software such as HyperSpace software, IBM Rational ClearCase, Wise for Windows Installer.
* Used development software such as C++, DCOM software, Java.
* Used web development tools such as Allaire ColdFusion, HTML, JavaScript, Ruby on Rails.
* Tested, maintained, and monitored computer programs and systems, including coordinating the installation of computer programs and systems.
* Prepared cost-benefit and return-on-investment analyses to aid in decisions on system implementation.
* Provided staff and users with assistance solving computer related problems, such as malfunctions and programmed problems.
* Knowledge sets include: configuration management, software configuration management, software process.

Additional jobs details
Other skills or knowledge sets for this job include:

⊖ **KEYWORDS**

☐ c++ developer
☐ capability maturity model
☐ clearcase
☐ clearquest
☑ configuration management
☑ software configuration management
☑ software process

⊕ **STATEMENTS**

« Add   **Refresh**

When Job Seekers Wear Many Hats

In Step 4 of the Work History tab, notice the button shown below.

It also considers such job titles as administrative or executive assistant/secretary, association executive or program manager – where responsibilities cover a wide range of specialties but don't apply consistently enough to be included in their typical job descriptions. Simply click the button (at top), and enter a job title that represents the activities or skill sets would routinely

fall. For instance, if an executive assistant also managed company travel arrangements – enter travel agent. If a program manager also compiled extensive reports, try statistician, information analyst or demographer.

Encouraging Job Seekers to Be Complete

When job seekers click "Save and Move to Next Step" after providing only one history, FOCUS Career displays the light box below to encourage them to be as complete as possible. Certainly, some job seekers are only embarking on their careers and have no work history to include, and others will have only one work history. While FOCUS does not require work history to complete a resume, it includes steps to remind job seekers when they may not have finished a process that would benefit their job searches.
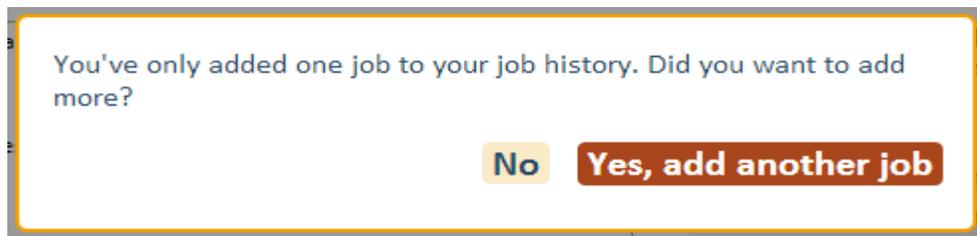
Create a Targeted Resume – Adding Military Job Histories

Returning to Step 1 of the Work History tab, add a military job history using a Military Occupational Specialty (MOS) code or a military job title. When entering the MOS in the job title field, selectable, type-ahead options for job titles will display below the field. When you enter or select from the optional list, the Employer field will pre-populate with the corresponding Military service branch. The Rank field will display automatically with a corresponding drop-down of ranks appropriate to that branch of service.

SPECIAL INSTRUCTIONS FOR VETERANS, HOMEMAKERS, VOLUNTEERS, OR THOSE WITHOUT JOB HISTORY

Veterans

If you have served in the military, we will ask you about your military occupation in the Profile area. If you feel your military rank and service constitutes a significant portion of your work experience, you can list your rank and military occupation as a job on your resume. We will try to find questions or text that relate to civilian equivalents.

1. Add a job *required fields

Job title * 4068 - Data Network Technician

Standard job titles are provided for your convenience. You may still use your own job title if it's not on our list. If you are a veteran or military service member, enter your Military Occupational Classification (MOC) code to the job title field. We will populate your employer with the appropriate service branch and allow you to select your rank. We also provide work statements for many military occupations to help you describe your skills and duties for these jobs. This information will display on your resume and help us match you to civilian job openings where your military skills will transfer.

Employer * United States Marine Corps

Rank Second Lieutenant

Start date * 07/2004 mm/yyyy ☐ I currently work here

End date * 08/2010 mm/yyyy

Location * Quantico

Virginia

United States

Wages/pay unit 59,700.00 Yearly

The salary information you provide will not appear in your resume and is collected only to help provide you with matches.

When using the MOS for a Work History entry, staff and job seekers enable FOCUS Career to locate and match civilian labor force jobs with corresponding skills. Many specialties prepare veterans for a wider range of jobs and industry sectors than they may realize.

Seeing real options can be extremely beneficial in reducing transition tension. Because skill relationships are not always obvious, this feature saves considerable research time for staff members and job seekers.

Keep in mind, however, that other MOS codes may not translate as easily – such as frontline combat positions. At the other end of the spectrum, some military jobs may be so highly specialized that veterans may have fewer civilian opportunities to continue their career trajectory in certain labor markets. In these cases, veteran case managers may find the Burning Glass Labor/Insight application helpful in locating labor markets where such specialties are in greater demand. When veteran job seekers are willing to relocate, pointing them in the right direction can make a world of difference.

In Step 2, FOCUS displays radio buttons for the most transferable job possibilities. These may span many job sectors, providing multiple pages of listings. Be sure to explore all to find those most closely related to the MOS or the direction that most interests the veteran. When you make a selection, FOCUS will display the appropriate job questionnaire. The Veteran will continue the same work history process as covered above.

2. Job title details * required fields

Which of these jobs is most closely related to your military experience?

1 2 3 4 5

- ○ Database Administrators
- ◉ Network and Computer Systems Administrators
- ○ Telecommunications Specialists
- ○ Computer Support Specialists
- ○ Document Management Specialists
- ○ Computer Operators
- ○ Electricians
- ○ Helpers--Electricians
- ○ Telecommunications Equipment Installers and Repairers, Except Line Installers
- ○ Electrical and Electronics Repairers, Commercial and Industrial Equipment

Create a Targeted Resume – Adding Homemaker/Caregiver Job Histories

Breaking back into the labor force can be especially challenging for those who have stepped away for family responsibilities such as

Homemakers

If you have experience as a homemaker, care giver or stay-at-home parent, please enter 'Homemaker', 'Care Giver' or 'Home Manager' in the job title field so that we can further assist you in identifying transferrable skills valuable to employers. (We suggest you list the employer for the time you spent in such roles as "Self.")

parenting or caring for an elderly family member. By entering such job titles as homemaker, home manager, or caregiver, these job seekers may be surprised by the number and range of skills they've developed, not to mention, how well they've positioned themselves for a new career that could require only some additional training or a certification to launch. From healthcare to hospitality to housekeeping, a solid career path can be well within reach.

Returning to Step 1 of the Work History tab, the usually unpaid yet very important work of managing a home and caring for children presents numerous possible skills that can be included on a resume. When adding "homemaker" as the job title, notice that the "employer" field pre-populates as "self." Also, the "wages" and "pay unit" fields are no longer required.

In Step 2, a list of options identifies job sectors where typical "homemaker" skills commonly are needed. FOCUS recommends that job seekers select the two most relevant areas of greatest interest or where they believe their strongest skills reside.

1. Add a job *required fields*

Job title *	Homemaker
Employer *	Self
Start date *	05/1998 mm/yyyy ☐ I currently work here
End date *	06/2004 mm/yyyy
Location *	Frankfort
	Kentucky ▼
	United States ▼
Wages/pay unit	- select pay type - ▼

In Step 3, a questionnaire provides questions about work tasks and responsibilities, while Step 4 (below) presents the selected items for editing or adding keywords and more work statements. Notice that the skills represent those in both Food Preparation and Services, and Health and Nursing categories. Does that mean that job seeker is limited only to the skills gained in those categories? No. FOCUS is about options, and if any job required people to "wear many hats," parent should be at the top of the list.

4. Job description *required fields*

Edit your job description to personalize it. Your description will be even better if you add very specific descriptions of what you did, initiatives you led, and your particular accomplishments and contributions. To help you, we've included a list of keywords and statements you may select to add to your description.

* Prepared nutritious meals.
* Operated equipment used for preparing food products.
* Served and stored food.
* Cooked with others in team effort.
* Created recipes.
* Carried out proper food storage procedures such as wrapping, labeling, dating, stocking, storing, rotating.
* Managed immunization schedule.
* Practiced illness prevention.
* Balanced nutrition.
* Promoted family exercise routine.
* Managed medical crisis.
* Provided care to child.

Section 11: Uploading/Pasting a Resume

A staff person may access the resume upload and paste features from two locations in FOCUS Career. From the home page, click "create, edit or upload a resume" under the "Find a job" feature (below). This will open the selection light box where staff may select any of the resume options – create, upload or paste.

From the resume Review tab, click "Your Resume," located at the middle left of the page (shown below). This link also takes users to the three resume options, but provides additional access to the "create a new resume based on an existing one" feature.

When uploading a resume, FOCUS Career provides a standard browse feature to upload resumes from a computer desktop (shown below). After selecting the resume document, the name of the document will appear in the text box. The uploaded resume must be in DOC, DOCX, RTF or PDF format.
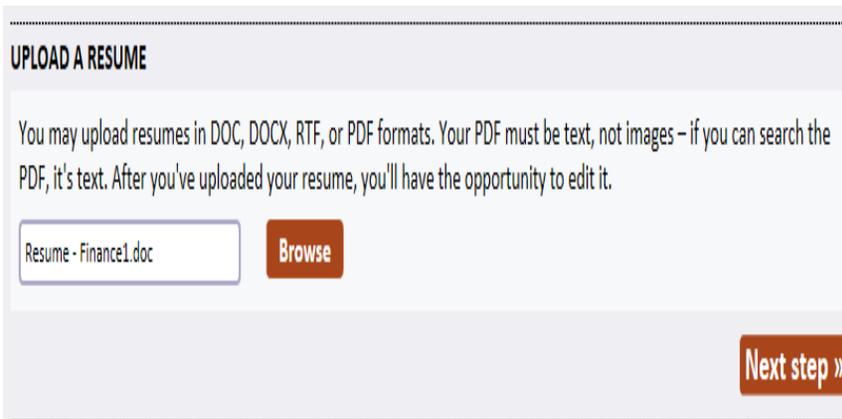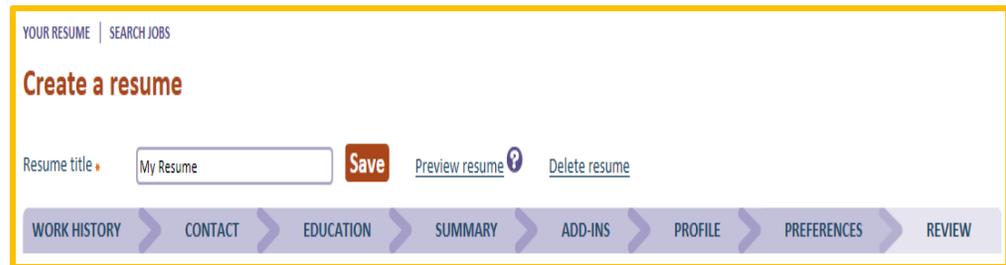
Click "next step" to proceed. A brief processing time will elapse as the upload parser checks the resume to identify missing fields that are required in the resume's guided path. When such items are located, FOCUS will display a light box prompting you to select or complete the fields.

From there, users click "continue." This will navigate to the contact tab in the resume's guided path. If any additional fields must be captured, indicators will display (in red) for the fields needed before saving the tab. The users will then proceed through the remaining tabs until each is completed and the resume displays in the review tab.

To the right is the FOCUS light box that displays when an uploaded resume does not have information required to save a job seeker's record in FOCUS Career. Typically, this same information is necessary for case-management data collection and will be passed to EKOS.
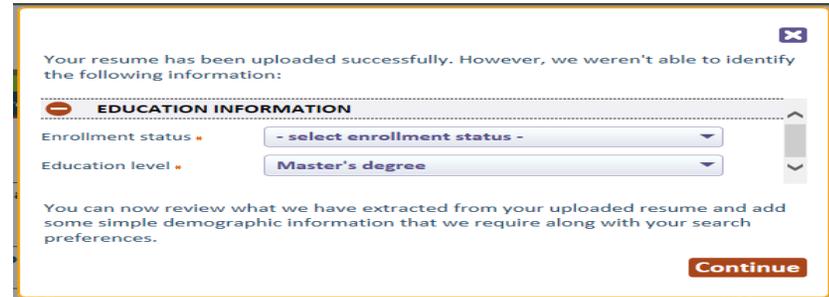
The Uploaded Resume Display

When reaching the resume review page, an uploaded resume will display in the user's format and the "Resume style" drop-down selection will be "original" (shown below). By comparison, resumes built using the wizard will be displayed in the "standard" resume style. When users wish to retain their original formatting, the process is complete. They can save their resumes and view their matched. For those who want other resume styles, several are available from the drop-down. A resume can be reverted back its original style by selecting "original" from the drop-down.
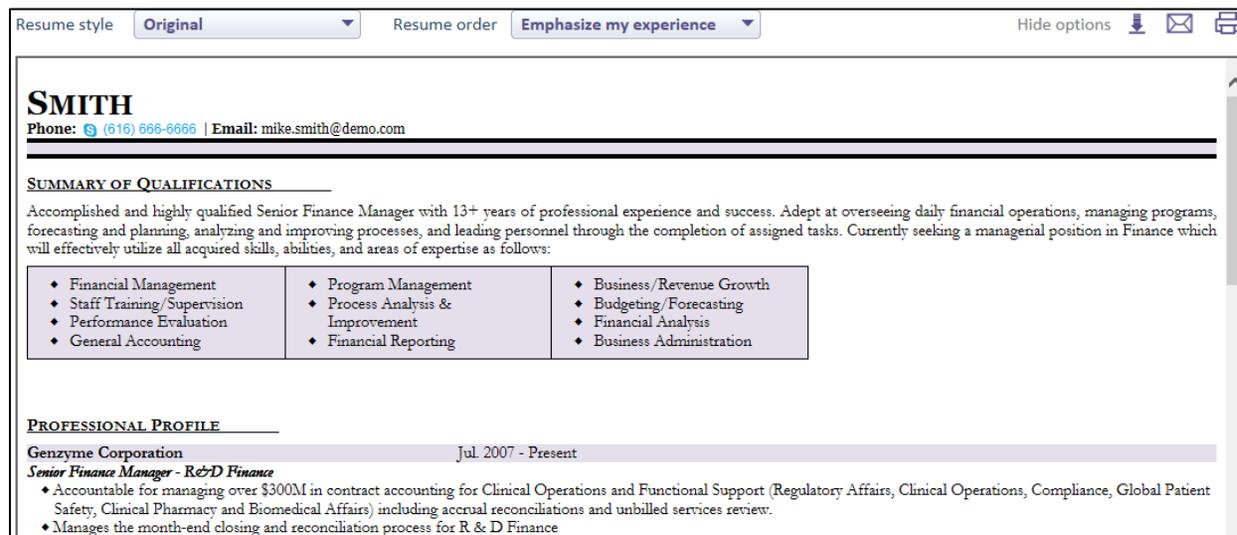
Pasting a Resume

Pasting a resume is the least recommended resume option, but is provided for those who feel more comfortable "cutting and pasting" their documents. Pasting works in the same manner as uploading, but users may experience some problems if a pasted resume is heavily formatted. The resume parsing may be more accurate if the pasted resume is "straight text." In either case, the features are easy-to-use and should not provide difficulty for less technical users.

Section 12: Completing the Guided Path

In the FOCUS Career resume builder, the guided path represents the required initial sequence that users follow when completing the default resume. For a resume to be complete, the user must complete all required fields in each tab, ending on the "review" tab with the resume fully displayed. From review, the "save resume and view matches" button triggers three actions.

First, it registers the default resume in the search engine and makes it viewable to employers and staff as a potential match to jobs. (**NOTE:** If users elect not to make their resumes searchable to interested employers (a selection on the preferences tab), their resumes are still registered and will return matches for job seekers to view. Those matches, however, will not be displayed to employers.)

WORK HISTORY > CONTACT > EDUCATION > SUMMARY > ADD-INS > PROFILE > PREFERENCES > REVIEW

1. Add a job   2. Job title details   3. Work activities   4. Job description

Secondly, it creates and populates the job seeker profile in FOCUS Assist, establishing the FOCUS job seeker ID. This includes information that appears in the profile, contact and resume panels, as well as entries to appropriate logs (e.g., appropriate auto-generated activities). It also triggers behind-the-scenes routines that flag job seeker issues related to resumes and system usage. Lastly, this "save" action triggers the API to send appropriate information to the case-management system.

What happens when users stop before completing a resume? This depends on where they stop. Notice above that the Work History tab has four steps. If you stop or time out during these four steps, all data entered in these steps will be lost; save on Step 4 to prevent this. Once beyond this point, FOCUS Career retains all entries that precede the last saved tab. If you sign-out or time-out, FOCUS will return you to the same location where you stopped.

When adding other resumes (after creating the first one), does the last resume added become the new default resume? No. The first resume will remain the default resume unless you (job seeker or staff) select another resume as the default to another resume. The default resume feature is found on job seekers' home page (at left). Whichever resume is selected from the drop-down will become the default and is the only resume that is searchable by employers at that time.

Allow employers to search this resume
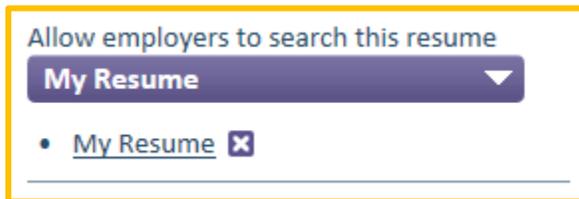
My Resume ▼

• My Resume ☒

Unrestricted Path

After completing the guided path on each resume, the edit path for that resume becomes unrestricted. Staff may go to any tab and update information. Following the tab sequence is no longer required. Users need only click "save and move to next step" to apply the changes made to that tab. All saved information is sent to the case-management system based on the changes made in any individual tab.

Managing Multiple Resumes

Job seekers may have up to five resumes, but only one resume is searchable at a time by employers. To add another click "create, edit or upload a resume" from the home page to display the light box below. The scroll bar on the right allows users to find the action they prefer.
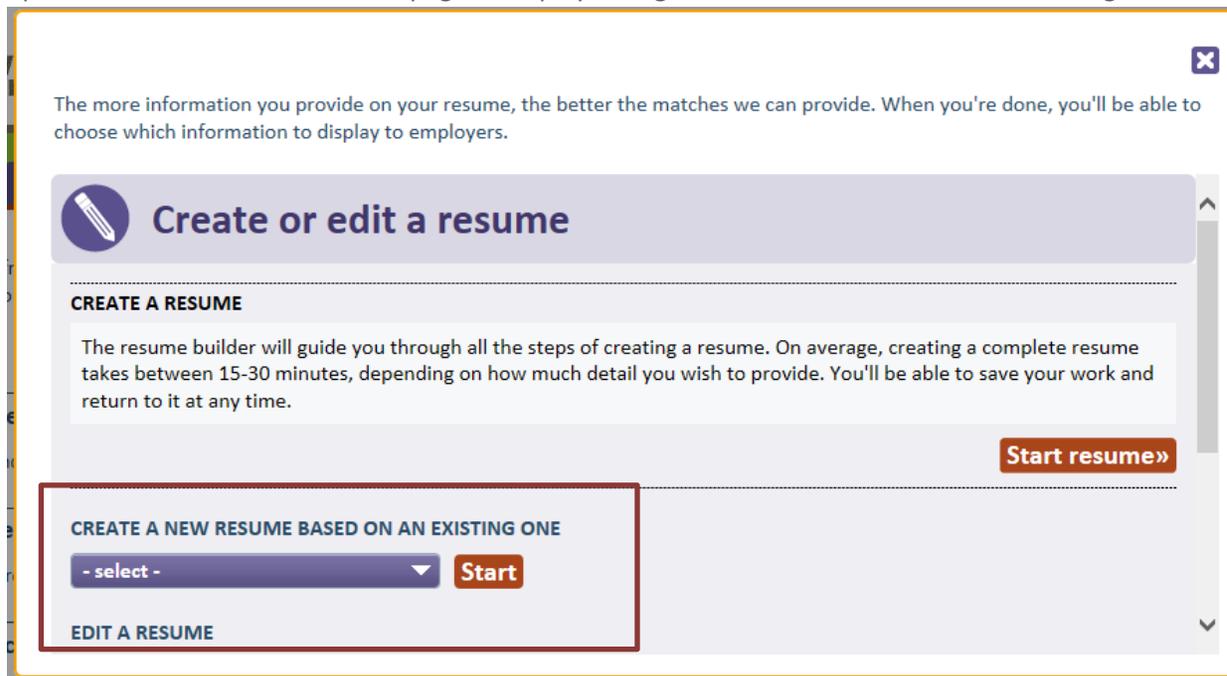
To start a completely new resume, click "start resume." This restarts the identical process used to create the first resume.

If you wish to use some of the information from another resume, FOCUS Career also provides the option to create a new resume based on an existing resume. The existing resume may be any resume previously created. A drop-down will display so you can select from your own documents. Simply make the selection and click "start."

When scrolling further down the light box, you may access the Upload and Paste resume features. Clicking either of these actions will provide the same options originally presented when creating the initial or default resume.

Upload a resume

Paste a resume

Contact Tab – Anchoring the Resume

Information displayed in the contact tab may be populated from various sources. New users will enter some of this information during registration, but in cases where user accounts exist in the case-management or other legacy system, the contact tab may populate from that record to prevent duplicative accounts. When users upload resumes, some information for this tab will be parsed to populate the fields below, but staff should be aware that uploaded resumes may not provide all required information for the contact tab. When the upload feature completes the initial parsing, it identifies missing information and asks the user to make a selection. However, parsing is not 100 percent accurate in all cases, and users may be required to complete a required field on this tab.

Email Address: The email address on the contact tab will be populated initially with the job seeker's username/email and will display on resumes as shown on the contact tab. If users wish to enter a different email for their resumes, the new email may be entered here and will not change the account's username.

Education Tab – Experience with Education and Skills

When users build a resume using the FOCUS wizard, the education tab will be blank except for the skills section, which will display the auto-extracted skills that FOCUS identified in the users' work histories. With uploaded resumes, some information on the education tab will likely be parsed into this tab, although it is possible that information could not be recognized and would not be placed properly. This is often due to how the user has formatted a resume. Check all fields for any potentially absent data.

Enrollment status and education level: For uploaded

Enrollment status & education level * *required fields*	
Enrollment status *	Not attending school, H.S. Graduate ▼
Education level *	Bachelor's degree or equivalent ▼

Degrees and diplomas * *required fields*

Enter 'General' or 'N/A' under Major/Subject if you did not have a major or would like to leave this field unspecified. You will be able to hide graduation dates when you complete your resume.

| Bachelor of Computer Science (BCS) | * | + Add another degree | - Delete this degree |

| Management Information Systems | * | University of Kentucky | * |

| Lexington | Kentucky ▼ | United States ▼ |

◉ Completed * 05/1997   mm/yyyy   ○ Currently enrolled; expected completion date * __/___   mm/yyyy

| Courses | Honors | GPA | Activities |

| High School Diploma | * | + Add another degree | - Delete this degree |

| Information Technology | * | Highland Magnate for Science and Te * |

| Lexington | Kentucky ▼ | United States ▼ |

◉ Completed * 05/1993   mm/yyyy   ○ Currently enrolled; expected completion date * __/___   mm/yyyy

| Courses | Honors | GPA | Activities |

resumes, required fields will be captured by parsing or by asking the user to select from the drop-downs when the parse could not identify the correct responses.

Degrees and diplomas: Required fields in this section become required if data is entered to a single field. For instance, if the user shows a bachelor's degree, he or she must also provide the subject/major, the institution and the completion date. For job seekers who are working toward a degree, an expected date of completion can be substituted for the completion date. This allows users to display degrees in progress on their resumes but to indicate honestly to potential employers where they are in their education. Courses, honors, GPA and activities fields are not required but are available for users who wish to share this information. When high school or general education diplomas are included, "general" may be entered to the subject/major field for those who did not pursue a specialized track of study.

Occupational licenses and certifications: When provided in an uploaded resume, these fields will populate to the extent that parse information was identifiable. At a minimum, the issue date is required if the occupational license or certification field is populated.

National Career Readiness Certificate ™ Credentials: A special section for the collection and display of the National Career Readiness Certificate (NCRC) credentials has been provided. The job seeker must confirm that they achieved at least a bronze in all test sections before he or she can fill out the level, state of issue and issue date.

Driver's License: Users must advise whether or not they have a driver's license and if so, the state of issue and the type of license.

Displaying driver's license information on resumes is by user option depending on the check box entry selected. However, if users have multiple resumes and wish to display the driver's license on only one resume, the information can be hidden on the other resumes by using the hide feature on the resume review tab.

Languages and Skills: While these are not required fields, the skills section will automatically list critical skills that were identified automatically in the work history tab from either an uploaded or wizard-built resume. Since this may not list every skill the user provided, the skills feature allows them to add more.

Summary Tab – Highlighting the Resumes Key Information

The resume summary is auto-generated information captured by FOCUS from entries provided to the work history and Education tabs. An editable text box allows users to change/update this information, reformat the paragraphs, revert to the original summary display, or exclude summaries from any of their resumes.

Currently, the summary does not regenerate when changes are made to the initial resume after the guided path is completed. As an example, when users do not provide all of their work histories while in the

| Resume title * | Information Technology | **Save** | Preview resume ? | Delete resume |

| WORK HISTORY | CONTACT | EDUCATION | SUMMARY | ADD-INS | PROFILE | PREFERENCES | REVIEW |

Save & Move to Next Step »

We created this summary for you based on your resume so far. You may use it as is, edit it below, or omit a summary from your resume.

◉ Use this summary   ○ Do not include a summary in my resume

I have 17 years of experience as a Computer Systems Analyst, a Data Network Technician and a Homemaker in industries including Wholesale Trade-Durable Goods, and Executive, Legislative, and General Government, Except Finance. Most recently, I have been working as a Computer Systems Analyst at Burning Glass Technologies (October 2010 to May 2014).

My skills and experiences include: clearcase, cold fusion, computer networking, configuration management, illness prevention, immunizations, java, javascript, lesson planning, network security, troubleshooting, and application development. I hold a Bachelor of Computer Science (BCS) degree in Management Information Systems from the University of Kentucky. My High School Diploma in Information Technology is from Highland Magnate for Science and Technology in Lexington, Kentucky.

Revert to original summary

Save & Move to Next Step »

guided path, and then add another work history later while in the restricted path, the years of experience and the related industries from the additional work history will not be updated. These corrections must be made manually.

Add-ins Tab – Rounding out the Job Seeker's Achievements and Interest

The add-in tab allows users to create optional sections for their resumes. By clicking the check boxes for the desired sections, free text boxes will display to enter information. Before saving this tab, users must delete any text boxes they did not use by clicking "delete section."

WORK HISTORY ➤ CONTACT ➤ EDUCATION ➤ SUMMARY ➤ ADD-INS ➤ PROFILE ➤ PREFERENCES ➤ REVIEW

Save & Move to Next Step »

Add optional sections to your resume.

☐ Affiliations   ☐ Internships   ☐ Professional Development   ☐ Technical Skills
☑ Honors   ☐ Objective   ☑ Publications   ☐ Volunteer Activities
☐ Interests   ☐ Personal Information ☐ References

Add sections

Honors - Delete section

2003 Education Development Achievement Award; American Autism Foundation

Publications - Delete section

"Redirect-Connect! - A Learning Explosion for the Autistic Child," software and curricula planning for parents and educators; Ashcraft Educational Publishing, ISBN 67-85446.

Save & Move to Next Step »

Summary or Objective? One, but not both. In today's labor market, most employers prefer a summary because it creates a concise snapshot or profile of both experience and education. Since busy hiring managers often read a small portion of each resume to determine who they'll interview, the summary choice highlights what they're looking for and could make the difference in further consideration.

Internships – Add-ins or Work History? Even unpaid internships can be viable work histories where good experience was obtained, particularly for younger job seekers just staring their careers without a lot of paid experience. Other factors to consider might be how long ago the internship/s occurred; are they related to the seeker's current field of interest, most recent paid work history, or the types of jobs they're now seeking; and where should they display in the resumes to get the appropriate visibility from a busy hiring manager?

Just how "personal" is "Personal Information?" Many job seekers use personal information effectively, while others can get carried away with more information than employers need to know. Job seekers should avoid disclosing medical conditions or information of an extremely private nature. No life stories. A brief list of hobbies may give employers an idea of how one spends their free time, but caution is advised with "fringe"

or high-risk activities that might concern a more conservative reviewer. Hobbies could be included as **Interests**; a section that may sound a little less… "personal."

Affiliations and Volunteer Activities may or may not be sensitive, depending on their relevance to a particular position. Some affiliations or activities could raise red flags for reviewers, while others could work in a job seeker's favor. Some advance research into employers (via their websites, news articles, or contacts within the company) might provide insight to similar and different themes or shared affiliations. Volunteer activities may also be viable work history, best shown in that resume section. Longtime volunteers typically pick up many skills that are easily transferable to skills an employer might need. Again, consider relevance and choose accordingly.

Professional Development – is this a certification? Actually, it's probably best to think of professional development as work-related training, seminars or workshops that did not result in a certificate or certification, which may require re-certification and documented educational hours over specified time periods and are better suited to the licensing and certification sections on the education tab. Professional development often addresses "soft skills" such as written communications, team building, time management or leadership or organizational skills.

References – sometimes less is more. A list of references may be lengthy enough to make a resume unwieldy, so this add-in could be best suited to a single statement: References available upon request. Many job seekers prefer to have their list of reference to present during an interview – something as a parting reminder to "check me out with these individuals." If an employer has not specifically requested references in the job description, it might be best to get the interview first and leave the follow-up for later. In either case, be sure to provide a balanced list of references – heavy on relevant professional references; light on personal contacts.

Profile Tab – Capturing Key Demographics for Case Management

Capturing demographics that is necessary for case-management is critical to every public agency.

The Profile fields are easily recognizable by any staff, so little explanation is needed for this tab. For the job seeker, the most important statement appears at the top of this page: None of the information you supply will display on your resume other than military service.

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Military Service – Honoring Veterans with Priority of Service and a Special Resume Section

Considerable changes will be coming to this section in future releases to incorporate recent changes and feature requests. Since the majority of job seekers will not have military career, most will never select the "yes" radio button that opens the light box below.

An important step that veteran's staff can take is to ensure that all veterans capture this information in FOCUS Career Explorer, rather than skip this section. Why? Because without self-disclosing as a veteran, many of the FOCUS features for veterans will not be accessible to them or capture them in ad hoc reporting. No other job seeker group receives as much "priority" as our veterans, so what will they miss?

Their resumes will not have a customized section, highlighting their military service. For those with concerns about service dates in the distant past, they can hide the dates on the resume.

Job matching against their military occupational specialties cannot be used to find a wider range of jobs for which they may qualify – a very valuable feature for transitioning service members.

They will not be included in veteran priority of service job alerts and the 24-hour advance access to apply for jobs will not be available to them.

They will not be flagged in search results as veterans, and employers searching for veteran job seekers will not find them in search results. In addition, when employers want to hire veterans for a potential tax credit, they won't be flagged for consideration.

Veteran staff will not be able to locate or filter their records in FOCUS Assist for messages, list management, and other case-management communications and reports. Clicking "yes" to military services does much more than a veteran job seeker might notice.

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Preferences Tab – Identifying the Job Seeker's Objectives

Other than finding a new career, job seekers have any number of preferences they want to be considered.

Salary objective, willingness to work overtime or relocate, preferred work week, duration and availability are critical factors.

Location preferences tell us how far they want to commute and search for jobs, which are critical to matching.

Perhaps the most important selection on the Preferences tab is "Make my resume searchable to qualified employers."

What happens when a resume is not searchable? Employers will not see the job seeker's resume in search results, but the job seeker will see job matches.

Review Tab – Finalizing the Resume's Presentation

Remember Julie, our job seeker from a few pages back? Below is her resume. Let's see what she can do with it from this tab.

WORK HISTORY > CONTACT > EDUCATION > SUMMARY > ADD-INS

Resume style [Standard Format ▼]   Resume order [Emphasize my experience ▼]

Julie F Hanson
(502) 564-5969 (Home)
1622 West Wilkinson Avenue
Frankfort, KY 40601
juliefhanson@staff.com

Summary
I have 17 years of experience as a Computer Systems Analyst, a Data Network Technician and a Homemaker in industri
and General Government, Except Finance. Most recently, I have been working as a Computer Systems Analyst at Burning

My skills and experiences include: clearcase, cold fusion, computer networking, configuration management, illness
security, troubleshooting, and application development. I hold a Bachelor of Computer Science (BCS) degree in Mana
School Diploma in Information Technology is from Highland Magnate for Science and Technology in Lexington, Kentucky

Experience
Burning Glass Technologies, Frankfort, KY
Computer Systems Analyst
Tested, maintained, and monitored computer programs and systems. Coordinated program and systems installation. I
revised system design procedures, test procedures, quality standards. Documented systems procedures. Assisted user
Maintained technical knowledge with manuals. Used configuration management software such as HyperSpace s
development software such as C++, DCOM software, Java. Used web development tools such as Allaire ColdFusion
computer programs and systems, including coordinating the installation of computer programs and systems. Prepare
system implementation. Provided staff and users with assistance solving computer related problems, such as malfunc
management, software configuration management, software process.

United States Marine Corps, Quantico, VA
Data Network Technician
Managed computer and network systems. Controlled multiple networks. Maintained network hardware, systems soft
hardware. Maintained network software. Monitored network problems. Provided troubleshooting of hardware proble
defective components. Performed emergency recovery operations. Coordinated network security. Maintained virus pro
adjustments need to be made, and to determine where changes will need to be made in the future. Operated master cor
and to coordinated computer network access and use. Planned, coordinated, and implemented network security m

Resume Tool 1 – Format Options

The resume style drop-down allows selection of six styles. The "original" format will only display for uploaded resumes, bringing the total to seven when applicable.

Resume Tool 2 – Emphasis Options

The resume order drop-down allows users to change the emphasis of a resume by shifting the order of the sections. Need a functional resume for job seekers who are short on experience? Highlight their skills by moving them to the top. If education tops their qualifications, emphasize degrees. If job experience is their best selling point, use the default to "emphasize my experience."

Resume Tool 3 – Hide Options

Users who wish to hide information on any resume have numerous options to disclose selectively only what is most important or relevant to any job to which they apply. Hide options, which can be changed easily on any resume, puts control in the user's hands.
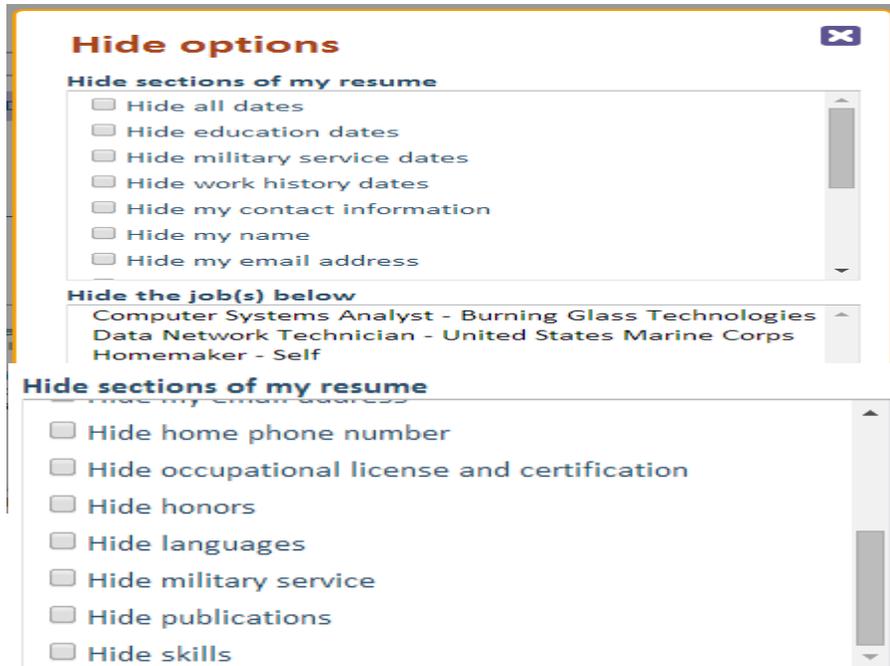
A user may hide any work history if he or she is afraid past work experience might raise the eyebrows of potential employers.

A person's age also may be hidden.

Those preferring to be contacted by email may hide a phone number or vice versa if a phone call is preferred.

Want to keep those academic achievements handy, but perhaps they're overkill with some employers? Tuck away the honors on one resume distribution and bring them front and center for another.

Being multi-lingual is a great asset, but it might not be relevant to every job. Hide the language proficiency, and opt to highlight other skills if the user wishes to do so.

Resume Tool 4 – Download

The download feature is available for job seekers who want their resume(s) available from a personal computer. Select from two file formats, change the style and order, and keep or release those hidden items – all from the download light box.
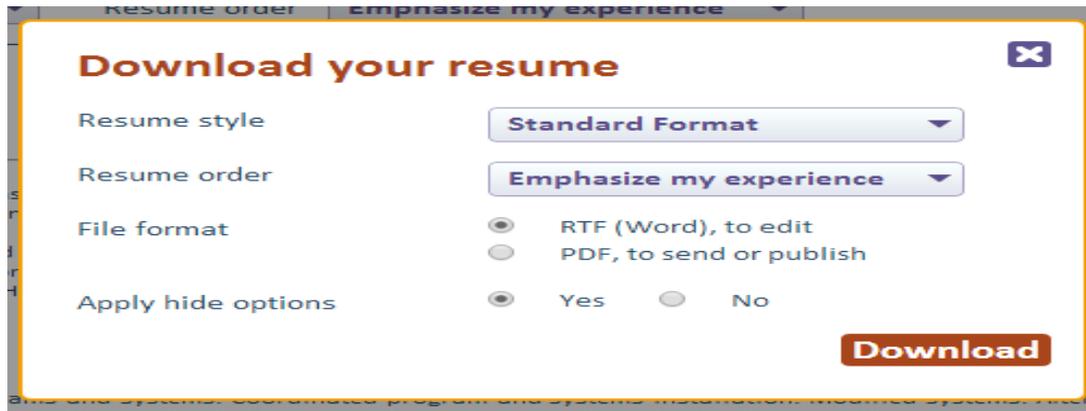
Resume Tool 5 – Email

Email a resume to one or to several addresses. Make format changes as needed.
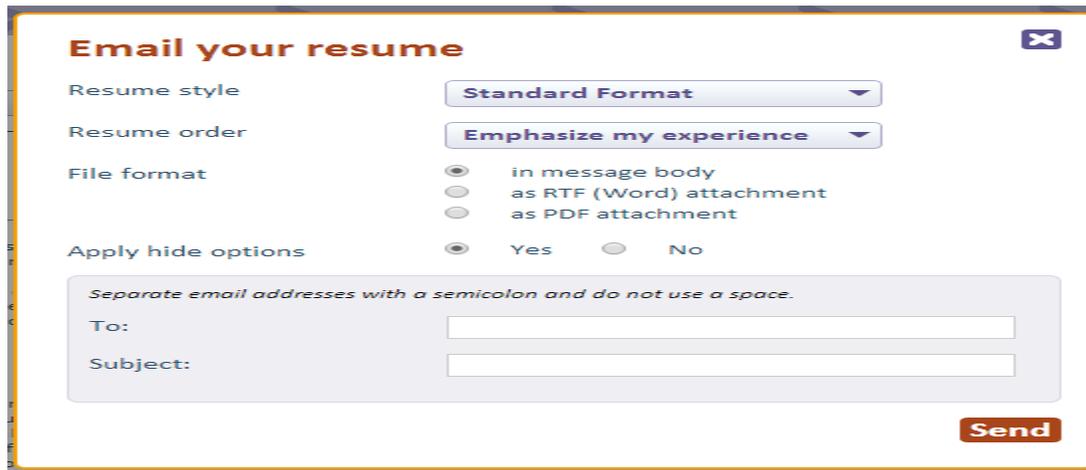
Resume Tool 6 – Print

Need to print a resume? The print menu options will display based on the printer installed to the computer of use.

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Section 13: Job Matching and Related Features

From the resume review tab, users can access the "save resume and view job posting" button (at right). After applying styles, emphasis and hide features, it's probably time to look for jobs that match the resume.

Match results table

Users are taken to the Job search results below. The results table displays jobs by the highest to lowest star match to the resume, giving jobs from the FOCUS Talent (statewide) feed priority over jobs from the spidered feeds. Column 2 provides the job posting date, while job titles are hyperlinked to open the posting for review, and the table is completed by columns for employer, job location and actions.

Unknown: When employers display as "unknown," this does not mean the job is poorly sourced or a likely scam. "Unknown" references are more likely to be legitimate sources where the employer name is located at the second layer of the website – requiring users to click an action or sign into the website to get more information. Spider robots cannot take these actions or access an interior layer.

YOUR RESUME | SEARCH JOBS

Save This Search & Notify Me of New Jobs »

Job search results

These results are based on your search criteria. Review & change criteria.

add words to search for   in   Anywhere   Go »

LOCATION: within - select radius -   of ZIP code:

Widen your net: see matches statewide

Don't see what you're looking for?

Showing 1-10 of 75 jobs 10 jobs per page

Page(s) « previous 1 2 3 4 5 ... next »

RATING ?	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
★★★☆☆	May 02, 2014	Systems Administrator	Xerox	LONDON, KY	Am I a good match? Find more jobs like this Do not display this job again
★★★☆☆	May 10, 2014	Condition Acquisition And Reporting Systems Cars Administrator	Northrop Grumman	FRANKFORT, KY	Am I a good match? Find more jobs like this Do not display this job again
★★☆☆☆	May 05, 2014	Condition Acquisition And Reporting Systems	Northrop Grumman	FRANKFORT, KY	Am I a good match? Find more jobs like this Do not display this job again
★★☆☆☆	Apr 22, 2014	Linux Systems Administrator	Science Applications International Corporation	FORT KNOX, KY	Am I a good match? Find more jobs like this Do not display this job again

How to Apply

To apply for a job, users must click the job title hyperlink to view the posting. In the screenshot at right, a job displays from the spidered job feed. When users are interested in applying for jobs, they click the "How to apply for this job" button to obtain additional information. In this example, job seekers may self-refer to any spidered job, regardless of their star match. This action is logged as an interstate job referral.

When users click how to apply from the FOCUS Talent (statewide) job feed, the action is logged as a (regular) referral.

Job seekers may not always receive an employer's contact information from this action.

Depending on the job seeker's FOCUS Suite settings or employer preferences for how their job postings will be managed, job seekers may be required to contact staff to obtain information or be screened for appropriate qualifications.

Search Criteria and Saved Searches

The default job search criteria for all job seekers are established in FOCUS Career through a combination of elements. Skills, education and experience from the default resume are weighted for job matching and star rankings; location preferences are captured from the preferences tab; while other preference elements are factored into a robust profile of what job seekers want and what they bring to the table. This criteria populates the "search job postings for (an individual job seeker)," which staff accesses from the "finds jobs for seeker" feature via the job seeker dashboard's action drop-down.
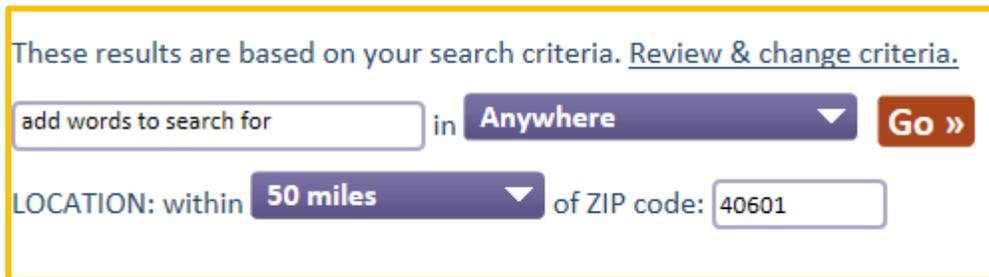

When staff tailors criteria to narrow or broaden search results for job seekers, changes do not alter the default criteria established by job seekers in FOCUS Career. It remains in the background and staff changes revert to the default settings. Staff clicks the "review and change criteria" link (at left) to display the search criteria page.

Additional features complement the search criteria available to both staff and job seekers. These also display on the search results page for quick access.

"Save this Search and Notify Me of New Jobs" creates job alerts that may be set for daily or weekly delivery.

"Widen your net: see matches statewide" expands any search criteria with location settings by ZIP code and radius parameters or only specific cities/MSAs.

"Don't see what you're looking for?" opens a light box where guidance on setting search criteria is available.
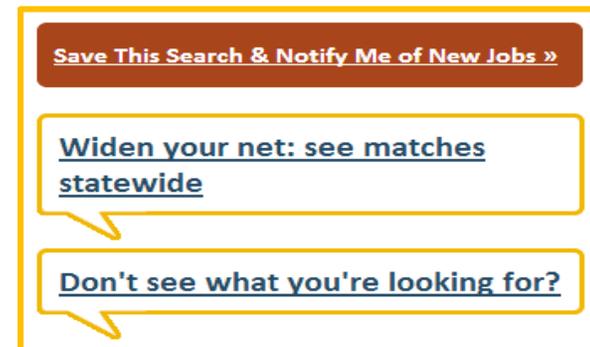
Don't see what you're looking for?

Here's how to fix the most common problems people have with their search results.

Job results are in the wrong location

Location: Kentucky
                                   Change the location for this search only

Not the type of job you're looking for

Job type and industry: Based on your job history
                                   Limit your search to a specific occupation, industry, and/or emerging sector
                                   Use keywords to find a specific job title
                                   Hide one or more of your previous jobs when searching

Job results aren't at the right level (e.g., higher/lower education level, licenses/certificates not taken into account, too
senior/junior, wrong salary level)

Experience and education level: Based on your job history
                                   Change the education level for this search only
                                   Use keywords to find a specific qualification

Job results are out-of-date

Job posting date: More than 30 days
                                   Limit the posting date for this search only

Cancel

Online Help with Search Strategies

When staff or job seekers don't receive the search results they expect, "Don't see what you're looking for?" offers resolutions to the most common search-related problems individuals report. FOCUS tracks the number of times job seekers refer to the online help feature. The count is shown in the Job seeker profile's activity summary. A high count might suggest that seekers are having difficulty obtaining expected search results, or possibly, just experimenting with search strategies.

On items with hyperlinked text, users are taken to specific FOCUS features to try search criteria changes related to their questions.

Analyzing Gaps – Am I a good match for this job?

Both staff and job seekers will gain much insight by accessing "Am I a good match for this job?" For job seekers, the information provided in panels one to four can be a reality check not only about their own skills, but also about the skills that other job seekers typically possess when placing into the same jobs. As a counseling tool that easily pivots the from search results table, this feature provides a natural segue into career exploration, awareness of educational and experience needs, and where skill gaps exist.

Case in point: A long-experienced executive assistant for a small company is suddenly unemployed after many years of service when the firm closes. She builds a solid resume, packed with the skills that have served her well, but is dismayed and disappointed when her resume matches her to executive assistant positions ranked with only two- and three-star matches. How could this be? These jobs are the same title. But in today's rapidly changing labor market, the demands for an executive assistant also have changed, particularly the specialized and software skills needed. In a small company with tenured staff, keeping pace with new methods and applications may not have been a priority for her former employer or the nature of the company's business needs. Whatever the circumstances, FOCUS places priority on the skills that are missing from the resume but needed in the workplace. The potential gaps identified simplify the process and steer this job seeker toward new learning objectives.

YOUR RESUME | SEARCH JOBS

« Job results

Am I a good match for this job?

People who have placed into the **Network / Systems Administrator** job typically have the following characteristics. We've identified any gaps in your resume and skill set, and provided you with recommendations for addressing them.

1 Common skills	SHOW
2 Education, certificates, and licenses	SHOW
3 Level of experience	SHOW
4 Common career paths	SHOW
5 Potential gaps	SHOW

Targeting Ideal Jobs – Find more jobs like this

"I really like this job," he said, "but a three-hour commute one way is more than I can handle." Find more jobs like this. Cloning technology gives the FOCUS Suite several features with similar possibilities. In this search equation, FOCUS is matching one job to a body of similar jobs and ranking the star matches against the cloned job, rather than the job against a resume.

Showing 1-10 of 200 jobs [10 ▼] jobs per page   Page(s) « previous 1 2 3 4 5 ... next »

RATING ❓	DATE	JOB TITLE	EMPLOYER	JOB LOCATION	ACTIONS
★★★★★	May 02, 2014	Systems Administrator	Xerox	LONDON, KY	Am I a good match? Find more jobs like this Do not display this job again
★★★★★	May 10, 2014	Information Technology Systems Administrator	UNKNOWN	STANFORD, KY	Am I a good match? Find more jobs like this Do not display this job again
★★★★★	May 11, 2014	Information Technology Systems Administrator	Mapi	LEXINGTON, KY	Am I a good match? Find more jobs like this Do not display this job again
★★★★★	Apr 30, 2014	Systems Administrator	Vision Information Technologies, Inc	GEORGETOWN, KY	Am I a good match? Find more jobs like this Do not display this job again
★★★★★	May 02, 2014	Systems Administrator	UNKNOWN	GEORGETOWN, KY	Am I a good match? Find more jobs like this Do not display this job again

Section 14: FOCUS Career – Finding Pathways through an Ever-Changing Labor Market

Behind the "explorer careers and education" tab on the FOCUS Career home page, supplies data to job seekers who need solutions or strategic guidance to launch new career, set a different trajectory or revive that long-ago pursuit of a dream career that slipped away.

Explore my career and internship options leads to the jobs, careers, employers, skills, degrees and certificates, and internships – that drove the labor market for the last 12 months.

Select the path, select the state, and choose the areas (MSAs) you wish to explore – or perhaps all MSAs statewide will provide the bigger picture into FOCUS. Click Go.

Explore my career and internship options

The Explorer In-demand filters default to "Jobs in All Career Areas for Any/No Degree," based on all employers in the location of user's choice. Below are the Top 10 jobs with hiring demand identified and salary rates by $ icons. All hyperlinked items launch light boxes with targeted data about the item selected. Icons throughout the application provide handy tool tip text may define data sources, benchmarks, ranking and other presentations.

🔖 BOOKMARK THIS INFO   Search careers and education   GO

In-demand | Jobs ▼ | **in** | All Career Areas ▼ | **for** | Any/No Degree ▼

Employer: All Employers   Location: Kentucky, All Areas ▼   Number of results: 10 ▼

JOB	HIRING DEMAND ▼	SALARY
1. Registered Nurse ◎	Very High	$$$
2. Tractor-Trailer Truck Driver ◎	Very High	$$
3. Retail Sales Associate ◎	Very High	$$
4. Customer Service Representative ◎	Very High	$$
5. Sales Representative ◎	Very High	$$$
6. Physician ◎	Very High	$$$
7. Office / Administrative Assistant ◎	Very High	$$
8. Software Developer / Engineer ◎	Very High	$$$
9. Laborer / Material Handler ◎	Very High	$$
10. Retail Supervisor ◎	Very High	$$

The In-Demand Filters

In-Demand data can be displayed in various ways by selecting items from each of the navy blue drop-down bars. Main filters filtered in various ways by:

The In-Demand Filter

The Career Areas Filter

The Education Filter

The Location Filter

The Jobs Light Box

The Jobs Light box displays when users click on any hyperlinked job title. It includes accordian panels with show/hide controls (as shown below).

The easy-to-follow data and simple graphic presentations are self-explanatory with most information spanning the last 12 months. Salary ranges include geographically specific data from the U.S. Bureau of Labor Statistics, compared with nationwide salary averages from real-time analytics. A search feature connects users to the current job postings from the agency's statewide and spidered job feeds.

Access to other light box is provided from some panels:

- employers light box from in-demand employers
- skills light box from required skills
- degree/certification light box from typlical edcuation required
- jobs light box from jobs with similar education and/or skilll

Registered Nurse ◎

Filters: Kentucky, All Areas ☒

Provides medical care and treatment, educates patients about their conditions, and provides emotional support to patients and families. Works in hospitals, schools, clinics or community health centers. Works under the supervision of a physician or other specialist, and serves as the primary point of care for patients in a hospital setting. May specialize in emergency room work, or treatment for a particular condition, or specialize in working with infants, the elderly or other patient groups. May work as an advanced practice specialists and prescribe medications in addition to offering specialty care.

Common titles: OR Registered Nurse, ER Registered Nurse, Staff Registered Nurse, Staff Nurse, Case Manager

1 Salary & hiring trends   HIDE

Salary and hiring trends provide an overview of salary and hiring demand, nationally and by geographic area, for this occupation – as well as the available positions in the selected area over the last 12 months.

Hiring demand: **Very High**

| LOW | MEDIUM | HIGH | VERY HIGH |

Positions available in the past 12 months: **5,205 positions**

---

1 Salary & hiring trends		SHOW
2 In-demand employers		SHOW
3 Required skills: specialized, software, foundation		SHOW
4 Typical education required		SHOW
5 Level of experience		SHOW
6 Jobs with similar education and/or skills		SHOW
7 Explore common career paths		SHOW

Ready to make a move?

See current postings for this job »

The Career Area light box

The Career Area light box displays when users click on any hyperlinked career area. It includes accordion panels for Hiring demand and Required skills – specialized, software, and foundation. Skills lists can be viewed independently by clicking on their grouped links.

As with all Explorer display, signed-in users may make bookmark light boxes to save information for future reference. An email feature also is provided to share data with friends.

Access to other light box is provided from some panels:

- jobs light box from hiring demand
- skills light box from required skills

The Employer Light Box

The Employer light box displays when users click on any hyperlinked employer. It includes accordion panels for hiring demand and in-demand skills.

Access to other light box is provided from some panels:

- jobs light box from hiring demand
- skills light box from required skills

The Degrees/Certification Light Box

The Degree/Certification light box displays when users click on any hyperlinked degree or certification. It includes accordion panels for Hiring demand, In-demand skills and In-demand employers.

Access to other light box is provided from some panels:

- jobs light box from hiring demand
- skills light box from in-demand skills
- employers light box from in-demand employers

The Skills Light Box

The skills light box displays when users click on any hyperlinked skill. It includes accordion panels for jobs requiring this skill with hiring demand and in-demand employers.

Access to other light box is provided from some panels:

- jobs light box from jobs requiring this skill; hiring demand
- employers light box from in-demand employers

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The Internship Light Box

The Internship light box displays when users click on any hyperlinked internship. It includes accordion panels for In-demand skills, In-demand employers and top types of (specified) Internships nationwide.

Access to other light box is provided from some panels:

- skills light box from in-demand skills
- employer light box from in-demand employers

Thank you for attending our training.

If you have any questions regarding this training material, please contact:

KentuckyCareerCenterSupport@ky.gov

502-564-0871

Monday – Friday 8:00am to 4:30pm EST